

## CORPORATE SALES COORDINATOR

### Now Hiring!

Harbour Air was founded in British Columbia in 1982. With two small de Havilland Beaver seaplanes and a plan to service the forest industry, Harbour Air began by offering private charters to log buyers visiting the coast. With growing success and an increasing demand on both commuting and touring service, the company quickly expanded over the years adding daily, frequently scheduled flights between Vancouver and the Lower Mainland, Vancouver Island, the Gulf Islands, the Sunshine Coast and Whistler. Today, after 39 years in business and more than 40 aircrafts, the Harbour Air Group consisting of Harbour Air Seaplanes, Whistler Air and Saltspring Air has become one of the largest all-seaplane airlines in the world.

Reporting to the Sales & Marketing Manager, you are a brand champion and cheerleader, and an internal and external connector that drives and develops business and partnerships for Harbour Air and its associated interests. As an integral team member, you wear many hats and thrive on the challenge of managing multiple projects simultaneously in a fast-paced and dynamic work environment. You have a positive attitude, a hearty sense of adventure (and humour) along with varied skills and interests and a passion for travel, elevated guest experiences and professionalism.

WORK HOURS:	40 hrs per week, Monday to Friday
LOCATION:	Vancouver, BC
TERM:	Full Time Permanent
COMPENSATION AND BENEFITS:	Competitive wages, extended medical and dental, flight perks (including buddy passes and global inter-airline partnerships), revenue share program, discounts at local restaurants and partner organizations, staff events and much more!

### Responsibilities and Expectations

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- Researching and identifying sales opportunities, generating leads, and targeting potential clients:
  - Looking for and establishing contact with prospective customers and clients for their company; and
  - Acting as a Harbour Air representative in trade shows and other related events.
- Devising new and original strategies and techniques necessary for achieving the sales targets
- Developing, maintaining, and improving relationships with key corporate and bulk ticket accounts to maintain a high level of service and client loyalty
- Lead the execution of CRM marketing initiatives to optimize customer loyalty, acquisition, retention, personalization, and promotional strategies
  - Manage the day-to-day project management with CRM software
- Conduct in person visits to local corporate customers and potential customers.
- Support and liaise with the sales and marketing team to monitor and ensure high level guest experiences, booking procedures, etc.
- Support and liaise with base operations as they relate to all accounts
- Meet with clients in person, as determined by return on investment and availability of Sales department team members
- Draft and maintain sales contracts (create, send out, follow up, and determine renewals and/or changes to contracts)
- Work proactively with the marketing team to push out content to all customers when there are company updates, procedural changes, new routes, etc.
- Work proactively with the social media coordinator to actively engage and support corporate customers online.
- Be the primary contact for all corporate travel agents and provide training as needed
- Attend qualified corporate travel agent events as applicable

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- Keep up to date and report to the sales and marketing department on any changes in market trends, feedback, etc.
- Focus on the market to identify and create more product ideas for buyers, manage accounts efficiently, provide more onsite training to increase sales and provide exceptional service to this diverse market

### Qualifications/Assets

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- Post-Secondary education in Business, Communications, or related field
- 5 years of experience in sales
- Previous sales training and CRM experience (Salesforce) Being resourceful, energetic, driven, and structured
- Strong organizational, operational, and planning skills in a sales focused environment:
  - Multitasking; being able to work in a dynamic, fast-paced environment.
  - Must be proactive and goal-oriented
  - Must be able to work independently with minimal supervision.
- Industry specific sales experience is considered an asset, as well as demonstrated organizational, marketing, leadership, communication, administration, and people skills allowing you to work effectively in a high-performance business environment.

To apply for this position, please submit your resume to the email below. We thank all that apply, however only qualified candidates will be contacted for interviews.

**APPLY NOW:** Email your resume to [jobs@harbourair.com](mailto:jobs@harbourair.com) quoting 21-31

**DEADLINE:** November 30, 2021