

Job Title: International Operations & Sales Manager

Location: Dubai, UAE.

Reports to: Operations Director

Contract type: Full time – permanent

Definition

Ecoventure is the largest outdoor education provider in the GCC. Ecoventure has been operating for over 13 years with an average of 12,000 students participating in programs throughout the year. This role is focused at Ecoventure's office in Dubai, UAE.

The International Operations & Sales Manager is responsible for overseeing and managing all aspects of the school programs operating in Azerbaijan, Borneo, Nepal, Oman and Sri Lanka, with the number of trips ranging from 40-60 per season. The right candidate will also be heavily involved in the development of existing programs and bringing new programs to market.

Skills/qualifications

Essential

- Strong organisational skills and attention to detail.
- Ability to delegate and manage multiple deadlines.
- Previous experience in a logistics or program coordinator role.
- Previous experience organising international trips.
- Excellent communication skills, written and oral.
- Confident to deliver presentations to students and parents.
- UAE driving licence, or ability to convert licence to a UAE licence.

Desirable

- Previous experience working running international school trips.
- Sales experience

Job role summary

Sales

- Assist with sales for all international programs.
- Provide a point of contact for clients once a sale is closed until the trip's completion.

- Coordinate with teachers, sales team and operations team to ensure all trip details are aligned.
- Deliver presentations to students and parents during promotion and final stages.
- Provide step-by-step assistance for international trips from sale to trip feedback – including (but not limited to) trip launch materials (in-school and virtual presentations, meetings, flyers), registration and payment, pre-trip resources (booking forms, itineraries, flights, visas, risk assessments, travel information, insurance), notification of trip alteration, insurance claim submissions, trip review.
- Deal with incoming customer inquiries, comments and complaints via phone, email and virtual/in-person meetings.

Operations

- Oversee and manage all trip logistics for the international trips including (but not limited to) communication, sales and registrations, itinerary planning, booking group flights, in-country support, payment help and trip feedback, briefing instructor roles and responsibilities, health and safety guidelines, specific school/trip requirements and details (i.e. dietaries, and on-program assistance.)
- Manage a small team of booking managers.
- Assist with sales for all international programs.
- Provide a point of contact for clients once a sale is closed until the trip's completion.
- Coordinate with teachers, sales team and operations team to ensure all trip details are aligned.
- Deliver presentations to students and parents during promotion and final stages.
- Liaise with tour operators to book hotels, transportation and all other requirements for your trips.
- Develop, prepare, organise and evaluate Ecoventure's international school programs.
- In-country/third-party operator trip organisation, including (but not limited to) program creation/alteration, information hand-over, last-minute changes and program evaluation.
- Update due diligence documents, including risk assessments, SOPs and hospital lists.
- Oversee all international payments, including invoices and refund requests with Ecoventure's Accounts Manager and directly with clients (schools and parents).
- Act as a company rep at schools for school's pickups and follow all relevant SOPs.

Remuneration:

Salary range: From AED 10,000 - 14,000 / month (depending on qualifications and experience).

Holiday: 25 business days / year + public holidays

Other benefits: UAE residency visa, health insurance, fuel allowance, flexible working hours, phone allowance, inclusion in company bonus and commission schemes.

How to apply:

www.ecov.co/apply-office

Please attach a cover letter and resume explaining why you believe that you would be a good fit for this role.

Applications without a cover letter and resume will not be reviewed.

