

## Sales agent in México- German and Spanish-speaking mandatory

### 1) Company description

#### **Evaneos description:**

Better Trips for travelers. Better Trips for the world. Since Evaneos was founded in 2009, we've been building a greener, fairer future for travel. By connecting travelers with the world's best local experts, we provide trips that are better for them and better for the places they visit. For us, it's all about quality and impact. That means fighting mass tourism and impersonal experiences at the expense of local communities and the environment. Instead, we offer tailor-made trips, lovingly crafted by those passionate about sharing and protecting the destinations they call home. Thanks to our network of more than 1000 local partners in more than 160 destinations, we've helped more than 500,000 travelers plan extraordinary trips around the world.

#### **Evaneos Recruitment Services:**

Evaneos Recruitment Services was set up by Evaneos to help local partner agencies recruit new Staff. It concerns all types of contracts (internship, CDD - Fixed-term contract - or CDI - Permanent contract) and all types of people (whether they are based in France, abroad, in your country...).

#### **The local agency you will work with in Mexico:**

EXXI MX is an integrated tourism agency and local operator focused on Active Tourism (Nature, Adventure and Cultural Tourism), which seeks to create tailor-made trips and local tours with a biocultural approach, allowing the positive development of all those involved (communities, travelers, nature, and company), through lifetime experiences that use adventure, nature and cultural activities as a medium.

### 2) Job description

You will be in charge of direct sales with Evaneos customers. You will be the person who receives inquiries through the Evaneos platform and the main contact for travelers. The goal is to reopen the German-market, lost due to the pandemic. As the contract will be with the local agency, the job could contain any or more of the following duties:

- \* Understand travelers expectations
- \* Main contact for clients to determine travel needs, budgets, and preferences: tailor-made itineraries
- \* Match travelers' requirements with transportation, accommodations, insurance, tours, and activities.
- \* Advises clients regarding destinations, cultures, customs, weather, and activities
- \* Responsible for billing the travelers
- \* Handles travel issues, conflicts, complaints, cancellations, and refunds
- \* Builds and maintains relationships with travel and tour operators
- \* Booking management: reservation with hotels and other services
- \* Quality monitoring during the trip
- \* Adapt our sales tools to the German market (documents, itineraries, etc.)
- \* Prepare travel documents in the event of a sale
- \* Follow-up after traveler trip
- \* Achieve the minimum monthly sales target and the target of the average cost per group sold

#### **Additional information:**

Duration & contract type: Long term contract for a minimum of 2 years. An initial probationary period will be granted for 3 months prior to the signing of the long-term contract.

Precise location: México. It is home-based work, but it must be located in Mexico. The agency is located in Querétaro.

Availability: Immediate

Working time per day and week: Full time job. 8 hours per day, 40 hours per week.

Salary: 16,000 pesos monthly which is the gross salary (=815 euros). According to the minimum sales target. It can increase according to the agent's sales performance.

Other advantages:

- \* 5% to 10% commission according to the type of travel sold.
- \* The agent will be able to attend trips organized by the agency, whether they are day trips or tours sold by the agent, as a translator.
- \* Legal benefits.
- \* Bonuses for meeting targets.
- \* Participation in trade fairs.
- \* Growth opportunities.
- \* 15 days of holidays per year.
- \* Stipulated rest days: Saturday and Sunday
- \* Days occupied in EXXI events are paid with additional rest days.

### **Requirements:**

Languages required: Bilingual 100% German and Spanish. English language would be a plus.

Skills:

- \* Motivation and sales profile, with a taste for delivery, quality, and customer satisfaction
- \* Strong organizational and adaptability skills
- \* Previous experience in sales required
- \* Knowledge of the German market
- \* Knowledge of the destination (at least Yucatan)

Qualities:

- \* Excellent relationship, dynamism, and enthusiasm
- \* Rigor for customer management and reservations

Others:

- \* Essential ICT skills

### **3) Recruitment process**

1. Application with CV and motivation letter
2. Video interview through the Willo platform
3. HR interview with Evaneos Recruitment Services if needed
4. Call with the concerned local agency manager

### **4) How to apply**

Please apply directly through the following link:

[https://www.welcometothejungle.com/fr/companies/evaneos/jobs/long-term-contract-sales-agent-in-mexico-german-and-spanish-speaking-mandatory\\_merida?q=717a66940c0a1ed900b682dedf1bd458&o=1412597](https://www.welcometothejungle.com/fr/companies/evaneos/jobs/long-term-contract-sales-agent-in-mexico-german-and-spanish-speaking-mandatory_merida?q=717a66940c0a1ed900b682dedf1bd458&o=1412597)

**Or send your application to : [recruitmentservices@evaneos.com](mailto:recruitmentservices@evaneos.com)**