

Director, Retail and IC program

Job Description

Region of Responsibility: Canada

Position Purpose

- To ensure the continued development and execution of targeted initiatives that will recruit new independent contractors, increase revenue and expand our strategies to become a leader in the retail sphere.

Strategic Development

- Develop and implement specific operational strategies with the support of the Business to drive the planned initiatives for the Retail team
- Direct and manage new initiatives and act as a stakeholder on various project teams relating to retail expertise.
- Drive the development of national retail sales strategies to ensure ongoing long term sales pipeline forecasts.

Financial Performance

- Develop the operating budget in support of key objectives and profit targets of the department.
- Ongoing review of performance against targets.
- Revises targets and implement plans in accordance with current performance, directing necessary corrective action when required.
- Responsible for revenue and profit, managing budgets and achieving revenue targets.
- Manage sales by setting sales quotas and territory assignments.

Operational Delivery

- Develop, implement and direct execution of divisional operating policies
- Oversee all divisional planning activities; supplier relationships in collaboration with our Director of partnerships, regional managers and all distribution channels to ensure all products and services are delivered within the framework.
- Ensures sufficient resources are available and allocated appropriately to deliver operational plans.

Customer Service

- Direct and monitor the various activities
- Analyze trends and lead implementation of new initiatives to capture and increase market share.

Sales & Marketing

- Design and implement sales strategy to maximize the sales and revenue potential for the team.
- Oversee the progress in coaching and facilitating the local initiatives of the consultants within their community, assisting in planning initiatives and developing and managing the local strategies and initiatives to leverage sales
- Manage and coach the team to explore strategic partnership opportunities
- Develop and prepare comprehensive briefs relating to target markets and provide recommendations for additional opportunities to the Senior Management Team
- Investigate and communicate competitive trends, demographics, target customer information, and best-of-breed sales and service practices to improve performance



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- Assist the team with escalations to sure satisfactory resolution for both the customer and the Company.

Other duties, as assigned

To be successful you need to be:

A Strategic Thinker:

- The ability to anticipate a situation and adjust the plan or approach accordingly
- Have a strong focus on the opportunities and will strive in to make it happen
- Manage for both short term and long term - positive ROI
- Be numbers, goals and results driven
- Executes plans with excellence and ownership

A Relationship Builder

- Outstanding communication skills and the ability to emote excitement and action
- A strong track record of excellent partnering, collaboration and influencing across company functions, different cultures and regions
- Self-motivated, tenacious and balanced individual who brings “can do” motivation to work every day
- Have a professional curiosity, ability to ask great questions and listen with intent
- Enjoy preparing and facilitating presentations

A Forward Planner

- A preference to lead over follow, focused on forecasting trends to get ahead of the masses
- Sets aggressive goals and has a track record of achieving them
- Someone who can “sail the ship” regardless of what materials provided
- Willing to approach a problem with a new solution
- A willingness to take calculated risks and try something new
- A drive to explore what The Experts want and need and how to deliver this to them
- The ability to ask what if and evaluate the possibilities

Academic Qualifications and Experience

- Minimum 5 years' experience and a minimum 10 years' experience in a supervisory role
- TICO license where applicable (OPC and asset)
- College degree with a specialization in Travel and Tourism, Business Management or other related course
- Excellent knowledge of Microsoft Office and Outlook