



POSITION TITLE: Charter Account Manager
MANAGER'S TITLE: Charter Sales Manager

FLSA STATUS: Non-Exempt
DEPARTMENT: 010 SAL
EFFECTIVE DATE: 3/11/21

BASIC PURPOSE:

The Charter Account Manager is responsible for maintaining and growing clients, building relationships and sustaining effective business relationships, while honoring Polynesian Adventure's approach to business which includes our commitment to safety, operational excellence, customer service, innovation and sustainability.

POSITION DUTIES AND RESPONSIBILITIES:

Although additional duties and related tasks may be assigned, the essential duties and responsibilities of this position include the following:

- Monitor, input and follow-up on quote requests and sales orders.
- Quality check advance bookings; complete any missing information.
- Follow up collect and process payments.
- Enter details and itineraries into dispatch software.
- Adhere to the best practices and continual development of a key account management strategy
- Establish and maintain client relationships with the mindset that our clients' priority is our priority
- Use independent judgement and discretion to make quotes, booking and resolve client complaints.
- Conduct follow up reviews related to client satisfaction.
- Drive referral-based business using existing client network.
- Liaise with Operations to ensure client needs are fulfilled effectively.
- Support the Charter Services department with various initiatives.
- Ad Hoc projects as needed.

KNOWLEDGE AND EXPERIENCE:

EDUCATION: Associates Degree or higher or equivalent work experience.

EXPERIENCE: 4 years' experience within the Hawaii Visitor Industry preferred.

KNOWLEDGE & SKILLS:

- Must have strong sales skills.
- Excellent time management skills and able to consistently meet deadlines.
- Knowledge of sales and marketing techniques and financial principles.
- Demonstrated sales negotiation skill.
- Working level ability in MS Word, Excel, Outlook, and PowerPoint.
- Top notch organizational and presentation skills.
- Excellent verbal and written communication skills. High degree of listening skills.