



## Inbound Sales Agent

### Position Summary

This position is part of a direct consumer outreach sales organization, where the sales agent is the first point of contact for guest calling into our contact center. Agent is responsible for utilizing sales techniques to finalize sales on one call. Position is also responsible for servicing the direct guests as well as, exceeding their expectations during each call. This position strictly handles inbound calls, including up until the time the guest sails. Agent will be accountable for strategic revenue targets month to month.

### Career Snapshot

- Effectively evaluate guest needs and identify products that best fit the guest's requests; providing sales quotes for these products on all Sales calls and correctly creating accurate reservations.
- Servicing existing reservations according to guest requests and in accordance with existing business rules.
- Escalating and delegating service calls to the appropriate support departments.
- Responsible for working with other departments to assist guest in securing accurate information and finalizing their reservation.
- Applying customer service standards in all guest interactions as defined by the business.
- Responsible for correctly capturing pertinent information and payments during all interactions with guests.
- Responsible for maintaining brand standards when handling guest inquiries.
- Responsible for ensuring guest inquiries are consistently handled in an efficient manner within set call handling times.

### Requirements

- Previous sales experience.
- Minimum 2 year College Degree preferred.
- Prefer at least 1 year of phone sales experience.

**Contact Grace Arrazcaeta at Celebrity Cruises:**

Email: [garrazcaeta@celebrity.com](mailto:garrazcaeta@celebrity.com)

Office: 954-517-6872

- Ability to use sound judgment and qualifying questions to effectively maneuver through the sales quote and booking process.
- Apply effective sales technique to address all guest concerns and secure the sale on one call.
- Must consistently demonstrate effectiveness in building relationships and discovering what motivates the guest to buy.
- Ability to relate to guests, and respond to the guests concerns and desires.
- Ability to bridge across the sales process by using key sales techniques.
- Ability to use clear, professional and precise communication with the guests about all details of their vacation according to brand standards.
- Ability to display the highest degree of personal integrity and take responsibility for personal and professional growth.
- Must adhere to assigned schedule and all applicable CVP objectives and goals.
- Computer knowledge and skills required.

Job Type: Full-time 40 hours per week

**Contact Grace Arrazcaeta at Celebrity Cruises:**

Email: [garrazcaeta@celebrity.com](mailto:garrazcaeta@celebrity.com)

Office: 954-517-6872