

## Account Lead, Sales

The Account Lead is responsible for managing a portfolio of corporate and leisure accounts to achieve revenue targets and drive business growth using various distribution and sales channels. This role works closely with the Manager, Sales to develop and implement sales programs, strategies, identifying new business opportunities, and building strong relationships with customers and stakeholders within defines sales channels either leisure or corporate.

**WORK HOURS:** Office Hours (40hrs/week) with some evenings and travel required.

**LOCATION:** Lower Mainland

**TERM:** Full-time Regular (Permanent)

**DEPARTMENT:** Sales

**COMPENSATION & BENEFITS:** Competitive wage, extended medical and dental, flight perks (including buddy passes and global inter-airline partnerships), revenue share program, RRSP matching program, discounts at local restaurants and partner organizations, staff events and much more!

### **Responsibilities and Expectations**

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- Build strong business relationships, supported by goals & objectives to drive revenue growth within assigned account portfolio.
- Implement sales programs to maximize penetration of market segments, based on your account plans to achieve targets set for assigned account portfolio.
- Identify and expand sales within assigned portfolio of accounts including finding new prospects in assigned sales channels.
- Be able to present and deliver new accounts in assigned sales channels
- Work with marketing team on developing strategic campaigns to actively attract new business (ie convert passengers to corporate programs)
- Develop strategies to acquire new accounts (corporate and leisure)
- Develop programs and incentives to drive sales
- Strong networking capabilities
- Analyze sales data, market trends, and customer feedback to continuously improve sales strategies and identify areas for revenue growth.
- Identify areas to cross/upsell to maintain an increase revenue.
- Maintain relationships with top clients and stakeholders within assigned account portfolio.
- Handle conflicts or issues that may arise with examples of bookings, payments, etc. within account portfolio
- Develop and implement account portfolio plan
- Proudly represent Harbour Air and be the primary point of contact with corporate partners
- Clearly understand competition and identify ways to maintain loyalty and increase travel.
- Collaborate with other departments across the company to action projects.
- Communicate applicable changes accordingly (third party agencies, etc.)
- Review and discuss any marketing collaborations as needed to drive business within accounts
- Assist as needed in development of sales & programs plans

### **Qualifications/Assets**

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- Bachelor's degree in marketing, Communication, Business or related fields.
- Experience in Airlines/tourism industry an asset
- Proven sales and account management experience (3+ years)
- Successful previous experience as an account manager consistently meeting or exceeding targets.
- Genuine commitment to providing superior customer service and ensuring a positive travel experience for passengers
- Provide guidance and training to third part providers
- Strong communication and interpersonal skills

- Interact positively with customers and colleagues
- Problem solving skills to resolve customer concerns quickly
- Multi-task and prioritize assignments in a fast-paced environment
- Handle stressful situations with composure and professionalism
- Attention to detail
- Experience with computerized reservation systems and working in a Windows based platform.
- Strong story telling skills (i.e. telling the HA story)
- Effective presentation skills
- Excellent time management skills
- Able to work collaboratively and individually
- Takes initiatives
- Ability to manage and drive/motivate a sales team towards revenue targets and other KPI's

## **ABOUT HARBOUR AIR GROUP**

- Launched in 1982, Harbour Air is North America's largest seaplane airline. With around 500 employees, it flies more than half a million passengers annually both within BC and to/from Seattle, USA.
- Our people are the backbone of our organization, and we are committed to creating a culture that inspires one another to achieve extraordinary success. We have regularly been honored as the recipient of numerous awards including BC's Top 55 Employers, and Canada's Most Admired Corporate Cultures.

**APPLY NOW:** Email your resume and cover letter to [jobs@harbourair.com](mailto:jobs@harbourair.com) quoting **24-59 Account Lead, Sales**

**DEADLINE:** Open until filled

*We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.*

*Harbour Air is an equal opportunity employer, we are committed to Diversity and Inclusion and value a diverse workforce. Together, we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees. It fuels our innovation and connects us closer to our customers and communities we serve.*

*Harbour Air is committed to developing a barrier-free recruitment process and work environment. Accommodations in relation to the job selection process are available upon request. If you require any accommodation, please email [jobs@harbourair.com](mailto:jobs@harbourair.com) and we'll work with you to meet your accessibility needs.*