

Join a dynamic team

Creativity and a genuine passion for responsible travel are at the core of all we do at Khiri Travel. We're real specialists in each of our destinations; living up to our reputation, we share our passion for discovery. We love what we do and that shows in the team spirit. Dream destinations are our place of work and we take it as our responsibility to care for and ensure they remain fabulous to visit for generations to come. We truly believe tourism can be a force for good.

ACCOUNT MANAGER – KHIRI TRAVEL INDONESIA

Job Description

The Product & Account Manager (PAM) ensures the company meets the needs of its clients in North America and the UK, as well as selected clients in markets in alignment and strong partnership with the Managing Director of Khiri Travel Indonesia. The PAM's focus is primarily on account management and relevant product innovation, adding value in line with Khiri Travel's Mission and Values. The right candidate is a strong communicator with a creative mindset.

Reporting to: Managing Director

Key Responsibilities

- Efficiently and proactively supporting our clients and guests from relevant source markets to fall in love with who we are and what we offer
- Taking ownership of the business of relevant partners, being in the thick of operations, coordinating team members, preparing proposals, meetings guests, negotiating with suppliers.
- Strong on follow up, a hands-on, get involved, and make it happen type of leader
- Displaying performance habits, such as screening incoming requests and daily workflow assignment, handling priority cases personally and ensuring deadlines are met, and staying ahead of the game on a daily and weekly basis.
- Achieve revenue and profitability growth targets and in keeping with company mission and values while building capacity in terms of staff productivity and efficiency through ongoing training and usage of the company's proprietary management systems.
- Optimize product for key market segment in line with Khiri Travel standards

Success factors

- Maximize the potential of our extensive tour operator partners, through competent and creative product management and proactive, added value communications
- Grow the business in line with our company values
- Capacity build; manage the sales and contracting departments towards greater productivity
- Hands-on management of the business, in particular Sales, Product and Contracting
- Maximize efficiency through use of the company's systems
- Problem-solve, identify issues quickly, initiate communication and take practical action
- Create and share product updates, webinars and other training, both internally for staff and externally for clients

- Work closely with the Khiri Core team, including our dedicated sales office in the USA and sales reps in UK, to ensure quality, consistent product and service delivery
- Conduct field research to develop new products
- Manage periodical projects, such as annual re-quote rounds
- Proactively close feedback loop from operational results to sales (and vice versa)
- Be an ambassador for the Khiri brand, and Indonesia as fabulous destinations for travellers of any budget

Requirements:

- Expat living in Southeast Asia, Indonesia preferably
- Native English speaker
- Bachelor degree, preferably in hospitality or business
- Self-motivated, inspirational leader who wants to grow and achieve team success
- A minimum of 3 years experience in Account or Product management in the travel industry

What we offer:

- Full time, results-oriented position.
- Based at the Bali office
- Regular in-destination travel for branch office visits and product development
- Annual travel to meet partners in the UK and/or North America
- Career advancement opportunities in the Khiri Travel DMC organization
- Salary: US\$2200 - US\$2800 per month
- Visa & work permit
- Medical and disability Insurance
- Annual discretionary bonus based on financial and operations performance

Interested in the above position? Please send your CV and letter of motivation to jointheteam@khiri.com to the attention of Willem Niemeijer, Founder.

**** Only applications accompanied by a Letter of Motivation will be taken into consideration ****