

Job information

Job title: Account Representative or Manager (Outside Sales), Passenger Sales

Department: Sales

Office Location: San Jose, CA 95110

Job Status: Exempt, Full Time

Job Description

General Job Summary

This position is responsible for generating passenger traffic for ANA to achieve sales target through personal contact with key decision makers at travel agencies, specialty accounts and corporations and with individual customers, supporting with other sales functions as necessary, and for building new business opportunities for ANA. The sales territory is within the greater San Francisco Bay Area with some out-of-state business trips (after the pandemic).

Principal Accountabilities

- Attain sales quotas in accordance with guidelines provided by Management.
- Strategize account portfolio management to maximize the outcome.
- Develop account strategies by analyzing various data, gathering competitive information, understanding customers' needs, and using all other resources.
- Negotiate with internal and external counterparts in order to realize most effective contract pricing and scheme.
- Implement a contract/scheme and educate travel agencies, travel managers, travel arrangers, travelers and/or other stakeholders to work/travel with ANA comfortably.
- Maintain high level of visibilities and activities for assigned account portfolio, particularly for strategically important accounts.
- Visit or make sales calls to VIP customers and accounts to increase presence.
- Plan and conduct business functions such as promotional and/or hospitality events in order to develop relationships and partnerships.
- Review account performance jointly with business partners or by stand-alone and, if needed, develop counter measures.
- Take an active role in resolving any troubles or disputes.
- Coordinate joint sales activities with business partners.
- Maintain a high level of product and industry knowledge, including tariffs, schedules, sales promotion items, service features of the ANA product line, competitive information and industry trends.
- Research new business opportunities and develop relationships.
- Perform general administrative duties such as status report, CRM system update, and other documentations in accordance with guidelines provided by Management.

Specific Qualification

Experience and Requirements

- Excellent communication and interpersonal skills
- Ability and willingness to make cold calls to establish new clients
- Willing to be flexible and adapt to changing job requirement and priorities
- Strong negotiation/sales skills
- Outside sales experience preferred but not required
- Japanese native level proficiency and English business-level proficiency required.
- Working knowledge using Microsoft Office and Internet
- Good team player in multilingual and cultural environment
- US Driver License is required and use of your own car for sales calls
- Must be authorized to legally work in the U.S. (no VISA sponsorship provided)

Education

- Associate's degree required
- Bachelor's degree preferred

How to apply for a job

If you are interested in applying for the position, please send the following information with a cover letter and resume to ml_oth_sfosjchr@fly-ana.com. Please be advised that **ANA will contact qualified candidates ONLY.**

Your resume and cover letter should include the following information:

1. Name, address, phone number and e-mail address
2. Position you are applying for
3. Education History
4. Employment history
5. Salary requirements