



## Trails of Indochina

### JOB DESCRIPTION

|                                  |  |
|----------------------------------|--|
| <b>TITLE</b>                     | <b>Contracting &amp; Product Executive</b>   |
| <b>LOCATION</b>                  | #0421, Group 5, Wat Damnak Village, Sangkat Salakomroeuk, District Siem Reap, Siem Reap Town, Cambodia                   |
| <b>CONDITIONS (hours etc)</b>    | 8.30am to 5.30pm (44 hrs per week) Mon to Fri + 8:30am to 12:30pm Sat plus overtime as required to complete the workload |
| <b>DIRECTLY REPORTING TO</b>     | Duties: Contracting and Product Development Manager<br>Daily & ILR Reporting : General Manager Cambodia                  |
| <b>INDIRECTLY REPORTING TO</b>   | Sales & Marketing and General Manager Cambodia   |
| <b>REPORTING ROUTINE WORK TO</b> | Contracting & product Development Manager  |

|  |
|--|
| <b>PURPOSE AND SCOPE OF ROLE</b>   |
| The Contracting and Product Administration Assistant will work in support of the Contracting and Product Manager, Regional Product Manager and General Manager Cambodia and be constructive in the following tasks as defined below. |

| <b>RESPONSIBILITIES</b>              | <b>TASKS</b>   |
|--------------------------------------|--|
| Product & Contracting Administration | <p>Hotels:</p> <ul style="list-style-type: none"> <li>Following finalised negotiation conducted by Contracting and Product Manager (or DOP/GMC where applicable) assisting in ensuring that contracts have been duly signed and sent to HO for loading into TP, save a soft copy of the signed contract on the server (local server and shared server with HO). Maintain and file hard copy contracts in a logical and easily referenced manner as defined by the CPM.</li> <li>Handle special promotions, flash-sales and seasonal offers in the same manner.</li> </ul> <p>Land Tariff and ICTS:</p> <ul style="list-style-type: none"> <li>Following finalised negotiation conducted by Contracting and Product Manager (or RPM/GMC where applicable) assisting in ensuring that contracts have been duly signed and loaded into the ICTS. The Contract must then be sent to HO for loading into TP.</li> <li>Update the itinerary text in land tariffs and send through to HO for updating in TP according to the SOP.</li> <li>Input touring start times, meet and greet locations, tour duration and other necessary information which is important for clients to know pre-departure according to the SOP.</li> </ul> <p>Negotiation:</p> <ul style="list-style-type: none"> <li>Support CPM, and GMC in contract negotiations particularly in relation to local non-English speaking suppliers.</li> <li>Ability and confidence to negotiate facilitation of new product developments with non-English speaking persons of influence, working closely with the CPM and GM.</li> </ul> <p>General:</p> <ul style="list-style-type: none"> <li>Assist to cross check within the team to ensure the uploaded database /information / rates</li> </ul> |



## Trails of Indochina

|                                     |   |
|-------------------------------------|---|
|                                     | <p>are accurate.</p> <ul style="list-style-type: none"> <li>• Update any amendments/mistakes that are notified in the tariff and submit the same to HO for rectification in TP.</li> <li>• Be aware of new and up and coming products and services that will aid the development of your role in Product. Report the same to CPM, GMC, and DOP for further advancement/contracting.</li> </ul> <p>Assist in the maintenance of the following:</p> <ul style="list-style-type: none"> <li>• Maintain preferred hotel / restaurant list.</li> <li>• Maintain festival list.</li> <li>• Maintain country destination guides.</li> <li>• Maintain weather charts.</li> <li>• Maintain pre-departure information.</li> <li>• Maintain maps creation and printing.</li> <li>• Maintain pocket guides.</li> <li>• Maintain product factsheets: hotel.</li> <li>• Maintain photo database.</li> <li>• Support the Reservations/Sales Department in sourcing contracts and rates for new suppliers as requested by our clients/agents/Head Office. Send requests to suppliers and follow up with suppliers to get the fullest of answers in a timely manner</li> </ul> |
| Reporting, Management & Supervisory | <ul style="list-style-type: none"> <li>• The role reports to the CPM and the GMC who are jointly responsible for discipline, and defining the localized needs of the business. The Country Manager supersedes the authority of the Contracting and Product Manager in this instance.</li> </ul>   |

| QUALIFICATIONS AND KNOWLEDGE  | EXPERIENCE  |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>• Tourism, Hospitality experience</li> <li>• Knowledge/Interest of tourism, geography, foreign cultures</li> </ul>   | <ul style="list-style-type: none"> <li>• Minimum 1 year in Tourism field</li> <li>• Experience in negotiating new contracts and products</li> <li>• Administration experience</li> </ul>  |  |
| SKILLS  | COMPETENCY LEVELS   |  |
| <ul style="list-style-type: none"> <li>• Good written and spoken English</li> <li>• Basic understanding of Tour plan</li> <li>• Good understanding of MS Office (Excel, Word, PowerPoint etc.)</li> <li>• Proactive, self-starter &amp; enthusiastic person with a flexible attitude to getting the job done</li> <li>• Ability to work closely with senior management</li> <li>• Be prepared to learn systems and reporting methods</li> </ul> | Managing Performance<br>Learning and Development<br>Teamwork<br>Commitment<br>Negotiation<br>Planning and Organizing<br>Continuous Improvement<br>Problem Solving and Decision Making<br>Customer Focus<br>Influencing<br>Communicating | 1<br>1<br>2<br>3<br>3<br>1<br>1<br>1<br>1<br>3<br>1<br>3 |



## Trails of Indochina

### SPECIAL REQUIREMENTS

- Well-dressed when meeting clients and suppliers
- Personable and great communicator