

## **ToR -Associate Sales Officer**

- Develop and implement strategies to increase ticket sales and revenue.
- Promote airline products, special fares, and seasonal offers to travel agents, corporates, and direct customers.
- Build and maintain strong relationships with travel agencies, tour operators, and corporate clients.
- Identify and develop new business opportunities and potential markets.
- Achieve assigned monthly, quarterly, and annual passenger and cargo sales targets.
- Conduct regular sales visits, presentations, and promotional events.
- Negotiate and manage corporate and agency agreements in line with company policies.
- Resolve customer queries, complaints, and service issues promptly.
- Provide accurate and timely sales reports and market feedback to management.
- Support digital sales initiatives and online booking growth.
- Support the branding of Drukair as a customer-focused, service-oriented airline through consistent communication and professionalism.
- Maintain comprehensive knowledge of Drukair's website, mobile app, and digital platforms to assist customers effectively.
- Liaise with other departments to ensure smooth delivery service for customers.
- Carry out ad-hoc assignments as and when required.
- Execution of any other tasks assigned.

## **Drukair Charter Services**

- Develop business strategy to execute charter sales in country and on global network
- Promotion and sale of Drukair's Charter Services
- Regularly engage with institutional clients in country and globally to secure charter requirement for group travel, corporate movement, or special movements
- Organize trade visits, product briefing, and trainings to enhance partner engagement and knowledge offerings.
- Carry out regular Sales Call within and outside station.

## **Required Skills:**

- **Communication Skills:** Strong communication, negotiation, and presentation skills
- **Technical Skills:** Proficiency in Microsoft Office tools.
- **Time Management:** Ability to multitask and work effectively under pressure in a dynamic environment.
- **Teamwork:** Strong coordination and collaboration skills to work with internal teams.
- **Adaptability:** Ability to adjust quickly to new systems, technologies, or customer service protocols.