

We are looking for an amazing customer service enthusiast to join our team in Bali as bookings manager for Bliss International and Bliss Sanctuary For Women.

If you love building relationships over email, have great attention to detail and have a passion for making things as easy as possible for others then this could be the right opportunity for you.

This role is 6 days a week with a lot of responsibility. The role comes with a lot of growth opportunities. Although you will start on a base wage there is scope to move up quickly if you are meeting KPI's and budgets to help grow the business.

No previous bookings experience required, but you will need some kind of account management experience preferably in media sales or other sales roles requiring total solution responses. We do not use online booking services as our emphasis is on customer service and tailoring all of our packages and responses. We will also look at applicants from roles with great attention to detail such as PA and EA's.

You must ...

- * have great attention to detail
- * Work extremely fast
- * be an excellent communicator
- * be confident yet humble in your approach
- * be a problem solver
- * work autonomously
- * take direction and work under specific guidelines and procedures
- * understand and exceed KPI's
- * pen fantastic emails straight to the point in a friendly, kind manner, covering all bases
- * be proficient in excel, word, mail, online newsletter programs
- * be proficient with a Mac and able to navigate visual programs such as powerpoint or photoshop or illustrator
- * be exceptional at communicating via social media

You must be excellent at...

- * spelling
- * phrasing
- * numbers
- * finding solutions
- * taking direction
- * being proactive within guidelines
- * reporting
- * always positioning our business and proposition in the bliss way

The right person will be dedicated to long hours and days in the effort to take ownership and 100% responsibility for managing all bookings. Whilst you will be living in beautiful Bali and working from home (your shared villa) you will be focused and driven and excel in the constant challenges in finding solutions to help our clients follow their bliss.

The role – Bookings Manager Bliss International Ltd.

- * Respond to all incoming emails and leads in a timely, thorough and positive manner. Answering all questions succinctly and following our guidelines.
- * Scheduling and doing follow up emails
- * Manage the bookings calendar, new bookings, changes, managing fill levels, all room allocations and forward planning
- * End of day reporting, weekly statistics reporting, monthly overview report
- * Sales related marketing via email newsletter, email target marketing and social media
- * Managing external booking networks, and our listing information and photos
- * Managing sales databases in excel
- * Identifying leads in terms of groups and building strategies for direct marketing
- * New Business development strategies and execution
- * Managing other part time bookings staff

This role has been designed to grow over the next 12 months to incorporate various businesses under Bliss International Enterprise Ltd. As your experience grows so will your remuneration.

The Package...

This role is a 12 month contract with a view to extending and embarking on a high growth career with Bliss International. The role is currently based in Bali where entry level remuneration involves all living costs covered + Visas + cash component. The value of the package is high and the monthly take home around average for Bali, plus your costs are covered. This package is designed to make the transition of living and working in Bali so much easier.

Suitability ...

Although we are situated on the tropical island of Bali we have strong work ethics and this decision needs to be based on exciting career development over the sense of escapism that many people embrace looking to work in Bali.

If you are looking for a high growth business with full accountability and exposure where you can build bookings and a small team underneath you, then this is the job for you.

You need to thrive working under pressure autonomously, able to redirect your time on slower bookings days and handle the pressure easily on high bookings days.

Please Apply here <http://www.blissanctuaryforwomen.com/careers/> and follow the 'how to apply'. You will still need to fill out the questionnaire as much of it still relates to the bookings role from the hostess role.

We look forward to hearing from you.

Bliss Wishes, Zoe