

## Availpro Job Description: Marketing & Sales Support Trainee



**(30 hours per week, Monday till Friday in timeframe from 9:00 till 18:00, paid internship)**

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Fuelled by the high satisfaction level of our customers and international demand, our company is expanding its operations. We are looking for a trainee based in Baltics to join our existing team and grow the satisfaction and revenue of our customers in the region.

If you like challenges, we offer a dynamic, pleasant and fast-moving work environment. Our corporate culture is open, innovative and performance orientated. Our technical excellence and high level of customer service have contributed to a high growth rate and exciting workplace mood. Joining the Availpro team, you will be able to contribute to the growth of an industry leader and have an exciting career opening.

As the Marketing & Sales Support Trainee dedicated to Baltic countries, you are responsible for taking care of existing customers. Your main activities will be:

- Answer customer queries over the phone, via email and face to face meeting;
- Supporting Sales Manager Baltic countries on sales activities;
- Work on marketing activities for the region;
- Working on leads and prospects;
- Cooperation with internal teams.

You will work together with Sales Manager who prospects new customers in Baltics region. You will be responsible for the customer satisfaction, marketing and sales activities in your region. You liaise with local partners (Web Agencies, PMS & RMS software manufacturers, etc..) in the assigned region.

Main responsibilities:

- Assist Sales Manager Baltic countries during the sales and marketing activities;
- Follow hotel performance to provide advice and prioritize sales activities;
- Call on existing customers to maintain high level of customer satisfaction;
- Call on potential new customers to introduce Availpro solutions;
- Advise hotels about internet booking strategies;
- Deliver accurate and timely reporting;

Desired Skills & Experience:

- Customer focused, sense of responsibility and target focused;
- Technology understanding;
- Good communication and commercial skills;
- Fluent English and Estonian or Latvian or Lithuanian languages. Russian language is a plus;

- Strong ethics and high attention to customer satisfaction;
- Experience working with Salesforce.com is a plus;
- Good time management skills with ability to work in a team or individually;
- Good understanding of e-commerce and hotel business.

### **Company Description**

Founded in 2001 in France, Availpro is a leading technology provider to the global hospitality industry. Its mission aims at contributing to the **hoteliers' growth by increasing their online distribution**, whether through direct room selling on their own website or other digital channels.

With a **local presence in 23 countries in Europe**, Availpro differentiates with onsite local teams and a dedicated customer service. The global expansion is supported with a multilingual dashboard and a booking engine available in more than **30 languages**.

Availpro stands at the center of the hospitality ecosystem. More than **8500 properties in 89 countries** benefit from a range of innovative products helping them increasing their occupancy and revenue. In parallel, Availpro has established strategic connections with more than **450 partners** worldwide.

In 2016, Availpro contributed to the global travel growth by generating more than **€3.5 billion in hotel room booking revenue**.