

PADI EMEA Job Description

Job Title: Regional Training Consultant
Department: Training & Sales
Reports To: Territory Director

SUMMARY

The Regional Training Consultant is responsible for educating PADI members about the various features and benefits of PADI products and services and to solicit the sales of those products and services prescriptively. The Regional Training Consultant also serves as the direct contact to the public and membership for training and product support. The Regional Training Consultant plays a key role regarding the impression a member will have of PADI and its staff. The Regional Training Consultant assists members in the interpretation of PADI Standards and procedures and is the front line person to assist the membership in understanding PADI, Tec Rec, Public Safety and EFR training programs, standards, philosophy and associated products; thereby establishing these programs appropriately in the field.

Supports the four corporate primary objectives: safe and responsible diver acquisition and retention; member acquisition and retention; financial prosperity; global operational alignment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. They are divided into three distinct areas. Other duties may be assigned.

Training Duties

Function as primary contact person with the membership and the public in training standards, issues by answering written and telephone inquiries.

Respond to member requests for regaining Teaching Status beyond the routine inquiries handled by Customer Service.

Review Instructor-authored Specialty course outlines at the Instructor and Instructor- Trainer level.

Conduct member-related training as needed, such as Instructor Update, Member Forums, Business Academy, webinars and other seminars and workshops.

Review circulated material, forms and other information for review when directed.

Work with Membership Services, relative to member applications and insurance application issues.

Participate in the CDTC Mentorship program

Staff Instructor Development seminars and conduct Dive Center Orientations as needed.

Write and review articles for the Training Bulletin, The Responder and Surface Interval as well as other PADI publications and Business of Diving Webinars as assigned.

Maintain complete political astuteness and a professional image at all times.

Sales Duties

Work closely with Regional Manager in meeting or exceeding sales goals, customer consultations, order processing and order related customer service problems.

Expectations: Communicate with Regional Manager twice weekly; maintain customer service and action plan details in eSynergy.

Conduct Sales Consultation calls to profile potential new customers; determine customers business needs; design business development action plans, and to follow up on delivery of products and services. Expectations: Conduct a minimum Sales Consultation phone calls each day. Enter details in eSynergy specifying the type of call, outlining the results of the call, and identifying any associated action items.

Follow up on Action Plans submitted by attendees of Business Development Workshops.

Expectations: Conduct seminar follow up call within prescribed time frame; evaluate metrics of seminar action plan and discuss in detail with seminar participant; report details in eSynergy.

Function as contact person for incoming sales orders from PADI members.

Expectations: Handle proportional amount of incoming communications; notify caller of ongoing promotions and seminars; solicit add-on sales; promptly and accurately enter sales orders into system.

Work in conjunction with other PADI staff to address the concerns and needs of PADI members. Expectations: Address customer's concerns in departmental; co-create solutions with other PADI departments; manage customer's expectations and deliver on promises.

Monitor and perform against individual regional sales goals. Expectation: Meet with Sales Supervisor and/or Territory Director bi-weekly to evaluate regional performance; review action plans and regions strategies; meet or exceed sales goals for region.

Travel/participate at local consumer shows and visit stores in assigned region, if needed.

Territory Management; Develop detailed sales/marketing plans; forecast sales; manage time and work flow; create effective call plans; monitor and respond to competition; network and generate leads.

Adhere to all policies set forth in the Employee Handbook including, but not limited to, the Anti-harassment policy and the IT Computer Use Policy.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- High school diploma or general education degree (GED);
- Some college preferred.
- Dive store owner, manager, or employee preferred.
- Strong sales background with proven track record.
- Customer Service Experience
- PADI Open Water Scuba Instructor or higher with the desire to continue PADI dive education.

LANGUAGE SKILLS

- Fluent in the following languages: English (Essential) and Italian (Essential)
- Any additional languages is an advantage.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- The ability to write routine reports and correspondence
- The ability to write technical information clearly and concisely strongly preferred
- The ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

BEHAVIORAL REQUIREMENTS

Regular attendance is required

The Ability and Willingness To

- Follow directions from a supervisor
- Interact well with co-workers
- Understand and follow posted work rules and procedures
- Accept criticism.

Demonstrate professional behavior that supports team effort and enhances team behavior, performance and productivity.

CERTIFICATES, LICENSES, REGISTRATIONS

- Eligibility to live and work in UK (Essential)
- PADI Open Water Scuba Instructor
- Minimum 2 years experience as an active Instructor member with extensive instructional experience preferred.
- Valid driver's license.
- Valid Passport
- EFR Instructor
- Current PADI membership and insurance coverage required
- University degree a plus

OTHER SKILLS AND ABILITIES

- Strong writing skills.
- Strong organizational skills.
- Strong analytical skills.
- Goal oriented.
- Ability to work with others and take directions.
- Strong commitment to serve the goals and direction of PADI Worldwide.
- Politically astute.
- Excellent water skills.
- Ability and willingness to travel regularly.
- PC literacy in MS Word, Excel, PowerPoint and Outlook.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit at a desk and/or computer for extended period of time during the work day. The employee must have the visual ability for close vision and the ability to focus. The employee is frequently required to stand and walk.

Salary

RTC - Up to £18,200 base + commission - OTE up to £26,000

To apply: Please send your CV to: jonas.samuelsson@padi.com

Applications closing date: Monday 23rd April 2018.

Contact details:

Jonas Samuelsson

Territory Director

PADI EMEA Ltd

Jonas.samuelsson@padi.com