

# CARRIER

Product Manager – USA, Canada, Cruise

## THE COMPANY

Established in 1982 and with royalty and celebrities amongst our clients, Carrier's discreet, attentive and bespoke service is held in the highest regard. Carrier curates exceptional luxury travel experiences designed to fulfil the desires, dreams and goals of our clients; experiences so bespoke you won't find them anywhere else. The client's every need, every preference and every whim is catered for, no request is too small and no challenge too big.

## THE ROLE

With Carrier's stylish Didsbury head office as a base a Carrier Product Manager is responsible for curating and developing a strategy for their portfolio, complementing that of the company. Thereafter, to keep it alive, through promotion, training, education and constant interaction with colleagues, suppliers, agents and customers. They ensure that customers' needs are exceeded through a clear understanding of the luxury market, and maintaining impeccable supplier relationships underpins the role. A member of the wider management team, this position is key in contributing towards our dynamic company culture.

## RESPONSIBILITIES

- Strategy – annual objectives and performance expectations for product portfolio.
- Extensive research to define customer requirements – luxury market research and specific competitor analysis.
- Sourcing – identifying most efficient and profitable channel without compromising on quality and service. Secure and maintain close working relationships with ground partners in the supply chain.
- Product curation – differentiation is key with a focus on the broader product area as well hotel components. Ensuring that key products, including supporting documentation are loaded and/or easily accessible for sale.
- Pricing – devise pricing policy to reflect market position and achieve strategic objectives surrounding profitability.
- Training and Education – prioritising and facilitating face to face, and virtual training sessions and arranging overseas trips for colleagues and travel agent partners.
- Promotion – lead and ensure delivery of annual plan to achieve strategic goals for portfolio.
- Content – responsibility for updating product content of their portfolio.
- Measurement – reporting on performance throughout the cycle and adapt plans as market conditions require.
- Compliance – ensuring at least the minimum agreed H&S, Animal Welfare and Child Labour and Anti-Competition Law requirements are met throughout the portfolio.
- Assisting reservations process as required
- Supporting operational situations as required
- Actively pursue partner collaboration in exchange for promotional opportunities through trade and consumer channels
- Represent Carrier at supplier events, trade fairs and industry forums.
- Management team responsibility to include wider company issues and development.

## **REQUIREMENTS**

- A genuine passion for travel; well-travelled with excellent knowledge of the luxury market for USA, Canada and Cruise.
- Flexibility; evidence of working dynamically and going the extra mile.
- Personal ambition and drive to overachieve personal and company targets.
- A track record of developing exceptional relationships.
- The ability to work autonomously, while respecting and contributing to shared team success
- A deep understanding of the luxury landscape and customer; an innate ability to deliver exceptional service.
- Excellent communication skills (written and verbal), organisational skills and strong attention to detail.
- Proficient in Microsoft Office including Outlook, Word and Excel
- Desirable: experience within a luxury tour operator (or other travel business)

## **PACKAGE**

- Excellent salary.
- 23 days annual leave (increasing to 27 with length of service).
- Further company benefits include discounted personal travel, company pension scheme, cycle to work scheme and unpaid leave entitlement.

## **APPLICATIONS**

Please send CVs to [daniella.hudson@carrier.co.uk](mailto:daniella.hudson@carrier.co.uk) for consideration.