



We are hiring: **Trade Support Agent** (m/f/d) **full-time** at **VIVA Cruises** in **Düsseldorf**

About VIVA Cruises

Come aboard VIVA Cruises and take the next step in your career with Europe's most modern provider of premium river cruises, welcoming an international mix of guests and offering a high-quality all-inclusive concept. If you are passionate about customer communication, enjoy taking responsibility and have a love for premium travel experiences, we would love to hear from you!

Please send your application, including your earliest possible start date and salary expectations, to jobs@viva-cruises.com.

Your Responsibilities:

- Acquisition, management and development of national and international travel agency partners, travel agency chains and networks
- Preparation of agency agreements and monitoring of KPIs in travel agency sales
- Development and implementation of sales promotion activities at the point of sale
- Providing support and assistance with all enquiries relating to booked river cruises via the Trade Support Hotline and email
- Maintaining customer and travel agency master data in the back-office system
- Creating and modifying bookings
- Organising and attending trade fairs, FAM trips, roadshows and customer events
- Conducting product presentations, webinars and training sessions
- Close collaboration with various internal departments and external cooperation partners

Your Profile:

- Several years of experience in the travel, tourism or hospitality industry
- Ideally, previous professional experience in cruise sales
- Strong communication skills and excellent written and spoken German and English; additional language skills are an advantage
- Outgoing personality, strong teamwork skills and a high level of customer service orientation
- Ability to work independently in a structured and organised manner
- Proficiency in MS Office, ideally with experience using common reservation systems

What we offer:

- A permanent position in a rapidly growing company
- A diverse range of responsibilities in a creative and international market environment
- An experienced, passionate and open-minded team
- A unique and high-quality product portfolio with the opportunity to actively contribute to its development and experience it first-hand
- An open company culture with flat hierarchies and short decision-making processes

Benefits:

- Option to work from home
- Complimentary beverages and free parking
- Discounts on company products and services

For more information about our company, please visit our website at www.viva-cruises.com.