



REGIONAL SALES & TRAINING CONSULTANT

PADI, the global leader in Scuba Diver Training, is searching for a full-time REGIONAL SALES & TRAINING CONSULTANT to support the PADI membership. This role is based in our PADI Americas headquarters in Rancho Santa Margarita, California. PADI offers its employees a unique culture centered around an active lifestyle, fun and hardworking colleagues, interesting work, competitive salary and outstanding benefits.

We are an amazing company searching for amazing people to join our team!

Founded in 1966, PADI has grown consistently through our 52 years in business, continually raising the bar for the industry we are all so passionate about. We know who we are as a company but never let that hold us back from reinventing ourselves and keeping our mission modern and relevant. One thing that stays consistent is our mission to be “The Way the World Learns to Dive”. PADI certified our 25 millionth diver in 2016, an achievement no other scuba diving agency can claim.

PADI strives to create a work environment that respects individual contribution while maintaining a strong team approach for successful execution of business objectives. The executive team believes in a work-life balance that enables employees to meet their personal and family needs with flexible hours and an extensive benefits plan.

PADI has been voted an Orange County Top Workplace in 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015 and 2016.

Reporting to the Territory Director, the Regional Sales & Training Consultant (RTC) 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 Consultant also serves as the direct contact to the public and membership for training and product support. The Consultant plays a key role regarding the impression a member will have of PADI and its staff. The 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.

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.
- Field general inquiries regarding PADI endorsed insurance programs: professional liability, dive store, dive boat, diver and student accident.
- 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.
- Assist and respond to Digital Product tech support inquiries.
- Conduct IE programs at specified locations, when needed.
- 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 at least 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 of 4 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 and interdepartmental meetings; 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 Territory Director regularly to evaluate regional performance; review action plans and regions strategies; meet or exceed sales goals for region; manage return budget not to exceed 2% of regional sales.
- Travel/participate at local consumer shows and visit stores in assigned region.
 - Expectations: Travel with RM when at least twice per year; co-write action plan of store visits with RM; report on store visit results and document any action items in eSynergy within 5 business days of returning to office; participate in at least one industry show, or store event each year; document key points of show/event and any associated action items in eSynergy within 5 business days of returning to office; submit receipts and expense report within 5 business days of returning to office.
- 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.

Our ideal candidate will possess the following background and 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.
- PADI IDC Staff Instructor or higher with the desire to continue PADI dive education.
- Strong writing skills.
- Spanish fluency preferred but not required.
- 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.
- A thorough understanding of the delivery and download process of PADI eLearning, Touch and other digital products, the PADI Pros' site and the Online Processing Centre to be able to answer inquiries from PADI Members and students.

CERTIFICATES, LICENSES, REGISTRATIONS

- PADI IDC Staff Instructor minimum
- Minimum 2 years' experience as an active Instructor member with extensive instructional experience preferred.
- Valid driver's license.
- Valid Passport
- EFR Instructor Trainer
- Current PADI membership and insurance coverage required
- University degree a plus

PADI is an Equal Opportunity Employer. The company offers robust benefit plans at little cost the employee, and a wellness program with rewards for participating employees. Among the highlights at our Orange County headquarters are multiple break rooms, including a large one with a pool table, a ping-pong table, vending machines and books for leisure reading. Recreational amenities include an on-site gym, half basketball court, an on-site swimming pool and shower-equipped locker rooms. Our employees also benefit from generous time off and a 401(k) with match.

If this job sounds interesting to you and you meet these requirements described above we'd like to get to know you! Please submit your resume & salary requirements at jobs@padi.com. To learn more about our company visit us at www.padi.com. Applicants must possess the right to work in the United States.