



**PADI EMEA**  
**Job Description**

**Job Title:** Regional Training Consultant (RTC)  
**Department:** Training & Sales  
**Reports To:** Territory Director  
**Regions covered:** Primarily Germany, Austria and German-speaking Switzerland

The Regional Training Consultant (RTC) is responsible for educating PADI members about the various features and benefits of PADI products and services and meeting targets for the sale of those products and services. He or she also serves as the direct contact for the public and membership for training and product support.

The RTC assists members in the interpretation of PADI Standards and procedures and acts as the key contact to assist the membership in understanding PADI, Tec Rec, Public Safety and EFR training programs, standards, philosophy and associated products.

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

**KEY DUTIES AND RESPONSIBILITIES.** (NB this is not an exhaustive list)

**Training Duties**

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

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

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

Conduct member-related training, including Instructor Updates, Member Forums, Business Academy, webinars and other seminars and workshops.

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

Participate in the CDTC Mentorship program.

Conduct staff Instructor Development seminars and Dive Center Orientations.

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.

### **Sales Duties**

Work closely with the Regional Manager in meeting or exceeding sales goals, customer consultations, order processing and order related customer service problems; maintaining customer service and action plan details in eSynergy.

Conduct Sales Consultation calls to potential new customers; determine customers' business needs; design business development action plans, and follow up on delivery of products and services. 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.

Conduct seminar follow up calls; evaluate metrics of seminar action plans and report details in eSynergy.

Handle incoming sales enquiries; notify callers of ongoing promotions and seminars; upsell add-on items; promptly and accurately enter sales orders into system.

Work in conjunction with other PADI staff to address the concerns and needs of PADI members. Follow these up and deliver on promises, providing updates where there is a delay in resolution of issues.

Meet with Sales Supervisor and/or Territory Director regularly to evaluate regional performance; review action plans and strategies to ensure sales goals for the region are met.

Participate in Regional consumer shows and visit stores in the assigned region, if requested by the line manager.

Develop detailed sales/marketing plans; forecast sales; create effective call plans; network and generate leads; monitor and respond appropriately to external competition.

### **General Duties**

Build and maintain effective working relationships with PADI colleagues and external customers.

Present a professional image of PADI at all times.

Carry out additional duties appropriate to the role as requested by the line manager.

## **PERSON SPECIFICATION**

### **EDUCATION AND/OR EXPERIENCE**

- Higher education (e.g. college or university)
- Basic qualification in literacy and numeracy
- Experience as a 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. (PADI Course Director preferred)

### **LANGUAGE/COMMUNICATION SKILLS**

- Fluent in German and English (Essential). Additional languages are advantageous.
- 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 organisation.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- PADI Open Water Scuba Instructor (Minimum)
- Two years' experience as an active Instructor member with extensive instructional experience preferred.
- Valid driver's license.
- Valid Passport.
- EFR Instructor preferred.
- Current PADI membership and insurance coverage preferred.

### **OTHER SKILLS AND ATTRIBUTES**

- Goal oriented/ target driven.
  - Ability to work with others or independently.
  - Supportive team member.
  - Strong commitment to serve the goals and direction of PADI.
  - Ability and willingness to travel as required.
  - IT literacy in MS Word, Excel, PowerPoint and Outlook; with experience of Salesforce an advantage.
- 
- Eligibility to live and work in UK (Essential)