

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Sales Manager - NZ
POSITION TITLE:	Sales Consultant – New Zealand	DIRECT REPORTS:	none
DEPARTMENT:	Sales	LOCATION:	Auckland NZ

POSITION PURPOSE:

To maximise the sales of Intrepid Group products by having an in-depth understanding and knowledge of our Brands, products and destinations.

To provide exceptional customer service and fulfil the needs of our customers and agents.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Excellent customer service skills
- Retail consulting experience and/or travel industry experience
- Personal and/or professional travel experience to our destinations
- Experience working with computer booking systems
- Previous experience in a sales role

Preferred:

- Knowledge of airline GDS system

OTHER SKILLS AND ATTRIBUTES

- Excellent phone manner and technique
- Excellent communication and listening skills
- Positive attitude
- Excellent time management
- Friendly and welcoming personality
- Ability to work under pressure while maintaining accuracy
- Ability to work efficiently without supervision
- Outstanding organisational skills and attention to detail
- An understanding of and belief in our Responsible Travel philosophy
- Friendly, flexible, adaptable
- Team player
- Responsible and reliable
- Passion for travel in our style

OTHER REQUIREMENTS

- To attend meetings outside trading hours as requested by your manager
- To work flexible shifts and hours (rostered Saturdays + Sundays)

Operational Accountabilities of Role	Benchmark Measure
Meet and strive to exceed monthly and annual Sales Targets	<ul style="list-style-type: none"> • Revenue targets • Passenger number targets
Maintain excellent customer service levels	<ul style="list-style-type: none"> • Deliver exceptional service and respond to any customer queries promptly and efficiently • Handling brochure requests and follow up in line with Company procedures • Follow an enquiry from quote through to booking by ensuring relevant business processes are followed. • Service all inquiries through telephone, walk in and e-mail
Meet all booking process requirements	<ul style="list-style-type: none"> • Make necessary reservations in all our destinations • Send confirmations & invoices • Confirmations are chased if response not received the next day • Payment allocation - prepare and forward updated invoices after deposits/full payments have been paid • Prepare and dispatch documents for fully paid bookings • Sending a confirmation email for trip • Sending pre departure information with visa and travel insurance forms • Ordering tickets and documents/ issuing insurance / processing visas • Producing highly informative and quality final itineraries • Transaction notes completed at all time in Starship (booking database)
Improve profitability	<ul style="list-style-type: none"> • Up sell extra services i.e. Urban Adventures, Air, Insurance
Possess strong communication skills and superior product knowledge to qualify enquiries and recommend a suitable product	<ul style="list-style-type: none"> • An appropriate product option to be offered to every enquiry. • Keeping up to date with Company and Department Communication updates through intranet services
Best practice sales standards and Intrepid's steps to selling	<ul style="list-style-type: none"> • Comply with all best practice sales standards
Use relevant GDS to make airline bookings	<ul style="list-style-type: none"> • Training to be completed and skills kept up to date
Maintaining and increasing Customer Database	<ul style="list-style-type: none"> • Number of customers who are actively encouraged to join Brand publications and e-newsletters and ensuring data is kept up to date
Events organisation and presentations	<ul style="list-style-type: none"> • Assist with setting up events • Attend and present at promotion events