

Effective for: May 2018

NAME:		REPORTING TO:	Customer Service Assistant Manager – Digital & Support
POSITION TITLE:	Customer Service Consultant – Support	DIRECT REPORTS:	NA
DEPARTMENT:	APAC Sales	LOCATION:	Melbourne Head Office

POSITION PURPOSE:

Primary purpose: Is to support the Sales Team and Customer Service (Phone and Web) team to maximize the sales of all Intrepid Group product, exceed KPIs and provide exemplary customer service to Australian Travel Agents and direct customers. You will primarily action all email inboxes, book agent and staff travel and perform other administrative tasks essential to the APAC sales region.

Secondary Purpose: As a back up to the Phone and Web Team, when required, you will deal with customers over the phone in the post booking stage, action all web bookings by maximizing ancillary services. The role involves booking in our reservation system, maintaining a high degree of accuracy, managing customer bookings during the sales process and ensuring an overall exceptional booking experience with us.

QUALIFICATIONS AND EXPERIENCE

- Customer Service experience
- Travel industry course and/or experience within the travel industry preferred
- Personal and/or professional travel experience to Intrepid Destinations
- Experience working with computer booking systems

OTHER SKILLS AND ATTRIBUTES

- High standards of customer service
- Excellent email manner and technique
- Excellent verbal and written communication skills
- Ability to work under pressure while maintaining accuracy
- Ability to work efficiently without supervision and under pressure
- Outstanding organizational skills and attention to detail
- Confident, professional and pleasant phone manner
- An understanding of and belief in Intrepid Group's Responsible Travel philosophy
- Friendly, flexible, adaptable
- Team player
- Responsible and reliable
- Passion for travel in the Intrepid Group style

Operational Accountabilities of Role	Benchmark Measure
Achieve annual & sales targets	<ul style="list-style-type: none"> • Team revenue targets
Improve profitability	<ul style="list-style-type: none"> • Up sell extra services ie Urban Adventures, Air sales • Minimize comps and waivers
Action all email in boxes with in a timely manner providing exceptional customer service	<ul style="list-style-type: none"> • KPIs for Email turnaround times
Efficient web sales service for region	<ul style="list-style-type: none"> • Total web sales, accuracy of bookings and turnaround time
Maintaining thorough knowledge of all product and keep up to date with competitor product, in order to qualify enquiries and recommend a suitable product	<ul style="list-style-type: none"> • Attend all product training sessions and/or online product training • Keeping up to date with Company and Department Communication updates through intranet services
Delivering high levels of customer service	<ul style="list-style-type: none"> • NPS feedback ratings from customers • Call reviews • Outbound sales calls where appropriate
Meet all booking process requirements and maintain accuracy in bookings	<ul style="list-style-type: none"> • Make necessary reservations on all product sold by Intrepid Group and complete the booking administration as required. • This includes: receipt of payment and invoicing, document dispatch and administration reports.
Responsible Business / Purpose Beyond Profit	<ul style="list-style-type: none"> • Understand Intrepid Group's 'Purpose beyond Profit' philosophy and contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by IG each year

OTHER REQUIREMENTS

As a team member of the wider APAC sales teams, it is important to note that we require flexibility in your role. Managers will allocate specific responsibilities within your team and you may also be required to take on tasks outside your usual role as required by the wider sales and service team.

The travel industry is demand-led and workloads differ throughout the year. It may be necessary to work longer hours than those detailed to ensure that you achieve success in your principle role.

Teams work on a rostered basis and in collaboration with the other regions, our teams work to cover 24-7 sales and service globally, therefore you must be willing to work evenings, Saturdays and Sundays.

During busy periods (usually Jan – Mar) holidays may not be permitted. Our offices are open on public holidays except for Good Friday and Christmas Day.

Be prepared to work on ad-hoc company wide projects or tasks.

You will be required to attend weekly sales meetings, regional meetings and our annual company meetings held offside.

You will also be required to provide support to cover key trade events and shows from time to time.