

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Regional Product Manager - America.
POSITION TITLE:	Destination Manager (DM)	DIRECT REPORTS:	Nil.
DEPARTMENT:	Product	LOCATION:	Melbourne

POSITION PURPOSE:

The Intrepid Group is a customer focused business who believes in being the best we can be, regardless of whether we lead, sell, book, manage, share, build, operate, design or create the Best Travel Experience Ever.

As the Destination Manager (DM) you will play a fundamental role in delivering the highest quality trips in your designated countries. Working closely with the Regional Product Manager you will have the primary responsibility for managing all aspects of the trips in your countries, working across the Intrepid Group brands to achieve outstanding levels of customer satisfaction, strong sales growth and profitable commercial results.

QUALIFICATIONS AND EXPERIENCE

- Knowledge of regional trip operations, preferably of Small Group Adventures or similar
- Experience in working with destination management companies / tourism suppliers including cost negotiation
- An understanding of the global sales trends in travel
- Experience in travel & business in the region
- An understanding of the Intrepid Group customer
- Tertiary qualifications preferred

OTHER SKILLS AND ATTRIBUTES

- Strong communication and influencing skills
- Ability to create strong working relationships with internal and external clients and suppliers
- Process driven with ability to meet deadlines
- Efficient administration skills including a close attention to detail
- Understanding of cultural differences in the regions
- Ability to use Microsoft Office and the company's operating systems
- Appreciation of the company's Responsible Travel philosophy and core values
- Flexible and thrive on change and challenge
- A willingness to work flexible hours to meet demand
- A commitment to internal and external customer satisfaction
- Presentation skills
- Copywriting ability for the drafting of Trip Notes

NOTE: It is expected the DM will travel within the region for short business trips.

OPERATIONAL ACCOUNTABILITIES OF ROLE	BENCHMARK MEASURE
Implement product plans for your countries to enable sustained growth and profitability.	<ul style="list-style-type: none"> • growth in sales and profit
Increase sales through the development of marketable product and the assistance in promotional initiatives and campaigns.	<ul style="list-style-type: none"> • Gross revenue from sales
Manage all aspects of the product including creation of and updating accurate trip collateral, the creation of product in the company booking system, adhering to company safety and responsible travel policies and ensuring high levels of customer satisfaction on trips.	<ul style="list-style-type: none"> • Customer feedback ratings • Meet brochure/website requirements & deadlines (trip notes etc) • Internal customer & local ops feedback • Provide support to Customer Service to effectively deal with customer feedback & complaints and necessary remedial action implemented on trips to reduce complaints in the region • Ensure all trips and customer facing materials meet PEAK Health & Safety requirements • Complete necessary safety reviews and implement action plans.
Negotiate rates with suppliers to enable competitive retail pricing.	<ul style="list-style-type: none"> • Year on year nett rate position • Market competitiveness of Product.
Manage the selection and relationship of suppliers.	<ul style="list-style-type: none"> • Customer feedback ratings • Operator feedback
Assist in crisis and incident management.	
Work with the Responsible Business team on the management of responsible tourism and foundation projects within the country/countries	
The creation and delivery of product and sales training.	<ul style="list-style-type: none"> • Sales training completed to agreed schedules • Internal customer feedback