

Effective for: Jan 2019

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Sales & Customer Service Manager
POSITION TITLE:	Customer Service Manager	DIRECT REPORTS:	Customer Service Consultants
DEPARTMENT:	AU Sales	LOCATION:	Melbourne Head Office

POSITION PURPOSE:

The primary purpose for this position is to lead a high performing team to achieve and exceed KPI's as well as delivering the best customer experience ever.

You will be responsible for all aspects of team leadership and you will drive performance by providing clear expectations through regular meetings and 1:1 conversations to support your team.

You will also ensure the operations of the team run smoothly by ensuring processes and minimum standards are adhered to as well as focusing on business process improvement to drive productivity.

You will be responsible for all recruitment and training of your team, resource management including rosters, annual and monthly budgeting, goal setting as well as providing regular reporting as required.

QUALIFICATIONS AND EXPERIENCE

Experience in managing a team and proven ability to achieve KPI's

Exposure to the travel industry and/or call centre is highly desirable

Previous team management experience including training, coaching and development

Strong communicator

Management training and/or qualifications advantageous

Personal and/or professional travel experience in our destinations

Experience with and understanding of computer reservations systems

Proficient in the use of Microsoft Office Suite

OTHER SKILLS AND ATTRIBUTES

Ability to coach and develop a high performing team

Dynamic leader with the ability to energise others

Exceptional communication skills and a high level of emotional intelligence

Self-motivated and driven

Strong problem solving & decision-making abilities

Outstanding organisational skills & attention to detail

Committed to exceptional standards of customer service

Flexible, adaptable and able to implement change effectively

Understanding and supporting our purpose beyond profit ethos

Have a digital mindset

Operational Accountabilities of Role	Benchmark Measure
Achieve annual budgeted \$ sales <ul style="list-style-type: none"> Sales via phone and email channels in AU for all Brands Ancillary sales such as air, insurance, accommodation, transfers, Urban Adventures etc. 	<ul style="list-style-type: none"> Achieve ancillary \$ sales targets % conversion
Improve profitability <ul style="list-style-type: none"> Resource management - maintain rosters and staffing levels at appropriate levels throughout the year Improve productivity through ongoing process 	<ul style="list-style-type: none"> \$ sales per FTE # staff Comps & Waivers within budgets Travel & Entertainment within budget

Operational Accountabilities of Role	Benchmark Measure
<ul style="list-style-type: none"> improvement and system development Manage compensation and waivers costs Manage discretionary travel and entertainment budget 	
Deliver exceptional customer experience: <ul style="list-style-type: none"> You will have a strong understanding of the overall customer experience and be responsible for ensuring we are delivering exceptional customer service Ensure we exceed minimum service levels, hold times and turnaround times 	<ul style="list-style-type: none"> Client and Agent Feedback Surveys (NPS) Maintain customer complaints at less than 5% of total bookings. Average waiting time for calls Average email turnaround times
Leadership <ul style="list-style-type: none"> Regular performance conversations including 1:1 meetings and reviews Induction plan developed and completed by all new team members within 3 months Manage employee performance and engagement Create a strong & positive team environment and train and develop team members Recruitment & training for the team Ongoing product and skill straining and development Monitor work demands and allocation of responsibilities 	<ul style="list-style-type: none"> Individual staff performance KPI's Staff survey results Purpose goals Performance reviews
Sales Operations <ul style="list-style-type: none"> You will have a good understanding of the systems we use and ensure staff are following correct processes Manage sales operational tasks within the department including maintaining accurate sales training manuals and good working relationships with other departments Understanding of cross-department dependencies & ability to collaborate and provide subject matter expert advice with all areas of the business Maintain best practice sales and service standards 	<ul style="list-style-type: none"> Keep updated with system changes and provide subject matter expert to project teams as required. Cross departmental feedback Comply with and implement all best practice sales standards
Marketing & Customer Events <ul style="list-style-type: none"> Support the marketing team to run customer events such as film nights or expos Collaborate with the marketing team to ensure sales teams are across all campaigns to maximize conversion and improve ROI 	<ul style="list-style-type: none"> \$ sales/bookings for key campaigns Conversion rate on key campaigns
Reporting <ul style="list-style-type: none"> Daily, monthly and YTD tracking of sales performance against budget Monthly and YTD Reporting on KPI's Weekly trading updates 	<ul style="list-style-type: none"> Monthly reports completed on time Trading reports completed weekly Annual reports - sales, trends etc
Business Management <ul style="list-style-type: none"> Work with the Manager to create and implement overall Sales Strategy, including short and long-term goals 	<ul style="list-style-type: none"> Yearly team goals Achieve benchmark KPI's

Operational Accountabilities of Role	Benchmark Measure

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.