Intrepid Group

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

POSITION TITLE: Adventure Consultant   **REPORTING TO:** Team Leader

DEPARTMENT: NA Sales   **LOCATION:** Toronto, Ontario, Canada

POSITION PURPOSE:

The position's primary purpose is to maximize the sales of all Intrepid Group product, and provide exemplary customer service by phone, email and Live Chat to North American travel agents and direct consumers.

All outcomes are measured by Key Performance Indicators (KPIs) set annually.

QUALIFICATIONS AND 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
Experience with telephone based customer service
Experience with email based customer service
Experience working in a sales position

OTHER SKILLS AND ATTRIBUTES

Excellent phone manner and technique
Excellent email manner and technique
Ability to work under pressure while maintaining accuracy
Ability to work efficiently without supervision
Outstanding organizational skills and attention to detail
High standards of customer service
Excellent verbal and written communication skills
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
Available to work evenings and weekends

Key Accountabilities	Measure
Strong sales	Gross sales
Answer phones and emails quickly and efficiently	• Hold times • Prompt replies to email as reviewed by TL

Accuracy in bookings	As reviewed by TL
High levels of customer service	• Quarterly call reviews • NPS feedback ratings from agents and direct clients and as reviewed by TL

KEY ACTIVITIES TO DELIVER ACCOUNTABILITIES

Although the Sales Department works as a team, the TL allocates specific responsibilities to individual staff members. All team members need to be prepared and able to take on any of the following tasks as required.

Accountabilities	Key Activities
Strong sales	• Maintaining knowledge of all intrepid group product through attendance at product training sessions • Awareness and use of best practice sales techniques • Cross sell and up sell on all global bookings • Keeping up to date with competitor product
Answer phones and emails quickly and efficiently	• Answer promptly and accurately all phone/web/ email inquiries, bookings and return phone messages
Accuracy in bookings	• Make necessary reservations on all product sold by Intrepid. Group and complete the booking administration as required.

High levels of customer service	• Politely and informatively responds to all customer requests by phone, email or live chat. • Track and follow up with sales leads and make outbound sales calls when appropriate • Develop a strong relationship with each client • Handling complaints/conflict situations using best practice guidelines. • All staff to be able to carry out all functions of the Sales department if necessary • Keeping up to date with Company and Department Communication through intranet services

OTHER REQUIREMENTS

Must be willing to work evenings, Saturdays and Sundays

To attend weekly sales meetings as rostered

To attend office meetings as scheduled

To attend annual Company Product Weekend (or alternative company meetings) off company premises

To attend travel trade shows when required