

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
- 2 + 3 years' experience in a previous 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