

## JOB DESCRIPTION & ACCOUNTABILITIES

<b>NAME:</b>		<b>REPORTING TO:</b>	<b>TBD</b>
<b>POSITION TITLE:</b>	<b>Product Assistant</b>	<b>DIRECT REPORTS:</b>	<b>Nil</b>
<b>DEPARTMENT:</b>	<b>Product</b>	<b>LOCATION:</b>	<b>Melbourne or London</b>

### 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 Product Assistant (PA), you will provide administrative and other support to the Product Managers and assist in delivering the highest quality trips in your designated countries. Through interacting with the Product, Commercial, Sales teams, and suppliers you will ensure that sales and customer facing information is comprehensive and accurate. Contributing to achieving outstanding levels of customer satisfaction, strong sales growth and profitable commercial result across the Intrepid Group brands.

### QUALIFICATIONS AND EXPERIENCE

- Administrative and organisational experience
- Sales or customer service experience
- Knowledge of Microsoft Office suite
- Experience in self-management and working without direct supervision
- Familiarity with Starship and Elements systems preferred

### OTHER SKILLS AND ATTRIBUTES

- Efficient administration skills including a close attention to detail
- Excellent written communication skills
- Analytical and problem solving skills
- Understanding of the Intrepid Group's style of travel and products
- Knowledge of the company's booking processes
- Ability to work in a team environment and create strong working relationships
- Process driven with ability to meet deadlines
- Willingness to be flexible and take on a variety of tasks
- A strong commitment to internal and external customer satisfaction
- Appreciation of the company's responsible travel philosophy and core values
- General travel experience in the region

Operational Accountabilities of Role	Benchmark Measure
Assist the PMs in managing products, including but not limited to: <ul style="list-style-type: none"> <li>- Creating and updating products across multiple backend systems</li> <li>- Maintaining accurate trip collateral</li> <li>- Implementation of trip and hotel changes</li> </ul>	Customer feedback & trip ratings Internal customer feedback Internal staff survey Deadlines met
Assist the PMs in providing relevant and accurate destination, trip and departure information for sales staff (ie. Sales Notes, Important Information, Booking Messages, Sales Memos and training).	Customer feedback & trip ratings Internal customer feedback Internal staff survey
Monitor customer and supplier feedback to identify issues and assist the PMs to implement necessary changes	Customer feedback & trip ratings
Work with the PMs and other departments to communicate with suppliers on issues including pricing, operations, safety, responsible travel, feedback and invoicing discrepancies	Supplier feedback Internal customer feedback Internal staff survey
Respond to product enquiries including managing the relevant product inboxes	Internal staff survey Internal customer feedback
Provide general administrative support to the Product team	Internal customer feedback
Other adhoc tasks and projects as requested by the PMs.	Internal customer feedback
Provide operational cover for the PMs when they are out of the office.	