



JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

EFFECTIVE DATE:	May 16 th 2019	REPORTING TO:	Private Groups Manager
POSITION TITLE:	Private Groups Coordinator	DIRECT REPORTS:	None
DEPARTMENT:	Global Sales Team	LOCATION:	Worldwide (preferable if based in a PEAK/Intrepid office)

POSITION PURPOSE:

The position's purpose is to assist with the coordination of travel details for both existing & returning groups.

The coordination of travel details includes but is not limited to: coordinating with direct clients/agents/corporate & student groups, creating itineraries, selecting and coordinating with local operators, pricing trips, creating trip documents, and booking and payment administration.

QUALIFICATIONS AND EXPERIENCE

- Experience working in the tourism industry, preferably with groups
- Direct customer sales experience and a successful track record of meeting sales goals
- Strong administration background experience
- Personal and/or professional travel experience to Urban Adventure Destinations
- Proficient use of Outlook, Word, Excel and PowerPoint
- Experience working with computer booking systems
- Exceptional verbal communications skills and writing ability

OTHER SKILLS AND ATTRIBUTES

- Outstanding time management, organizational skills & attention to detail, including the ability to handle multiple tasks simultaneously
- Commitment to exceptional standards customer service skills, phone/email/live chat manner and technique
- Ability to work under pressure while maintaining accuracy
- Ability to work efficiently, independently and creatively, and in a team environment
- Willingness to travel, when required
- Willingness to work outside of normal business hours, as required
- Friendly, flexible, adaptable
- Team player
- An understanding of and belief in Urban Adventure's Responsible Travel philosophy and commitment to Urban Adventures values

Operational Accountabilities of Role	Key Activities & Benchmark Measure
Maximize & grow sales	<ul style="list-style-type: none"> • Awareness and use of best practice sales techniques • Achieve revenue and profit targets • Ensure strong conversion and growth rates
Exceptional customer service	<ul style="list-style-type: none"> • Respond to leads by phone/email, same business day, with the intent of closing every sale

	<ul style="list-style-type: none"> • Develop a strong relationship with each client/agent to ensure Urban Adventures is at front-of-mind for potential future travel plans, as well as referrals from friends/family • Handling complaints/conflict situations using best practice guidelines, including liaising with the Customer Relations team when necessary • Work with fellow team members to ensure smooth client experience
Product knowledge	<ul style="list-style-type: none"> • Maintaining knowledge of all Urban Adventures product through attendance at product training sessions • Develop quality itineraries in collaboration with our local Urban Adventures Partners • Provide accurate pre-trip information and documentation to ensure customer expectations and needs are surpassed • Ability to carry out all functions of the Sales Department, if necessary • Keeping up to date with Company and Department Communication through intranet services
Accurate, complete and timely sales entered in booking systems	<ul style="list-style-type: none"> • Tour packages are properly input into BAS, ensuring all costing and pricing details are updated and maintained to reflect final status • Leads are set up in necessary booking systems at time of enquiry, and updated accordingly to reflect an accurate pipeline • Passenger details, including detailed notes of relevant conversations, entered and updated in the necessary booking systems • Documentation updated in booking system to reflect final status • Payments processed in a timely manner • Pre-departure documentation sent to client in a timely manner

OTHER REQUIREMENTS

Must be willing to:

- work on one weekend day (Tues to Sat OR Sun to Thurs)
- attend weekly sales meetings, as rostered
- attend office meetings, as scheduled