

## JOB DESCRIPTION & ACCOUNTABILITIES

<b>NAME:</b>		<b>REPORTING TO:</b>	Sales Manager - NZ
<b>POSITION TITLE:</b>	Sales Consultant – New Zealand	<b>DIRECT REPORTS:</b>	none
<b>DEPARTMENT:</b>	Sales	<b>LOCATION:</b>	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
- Previous experience in a 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"> <li>Revenue targets</li> <li>Passenger number targets</li> </ul>
Maintain excellent customer service levels	<ul style="list-style-type: none"> <li>Deliver exceptional service and respond to any customer queries promptly and efficiently</li> <li>Handling brochure requests and follow up in line with Company procedures</li> <li>Follow an enquiry from quote through to booking by ensuring relevant business processes are followed.</li> <li>Service all inquiries through telephone, walk in and e-mail</li> </ul>
Meet all booking process requirements	<ul style="list-style-type: none"> <li>Make necessary reservations in all our destinations</li> <li>Send confirmations &amp; invoices</li> <li>Confirmations are chased if response not received the next day</li> <li>Payment allocation - prepare and forward updated invoices after deposits/full payments have been paid</li> <li>Prepare and dispatch documents for fully paid bookings</li> <li>Sending a confirmation email for trip</li> <li>Sending pre departure information with visa and travel insurance forms</li> <li>Ordering tickets and documents/ issuing insurance / processing visas</li> <li>Producing highly informative and quality final itineraries</li> <li>Transaction notes completed at all time in Starship (booking database)</li> </ul>
Improve profitability	<ul style="list-style-type: none"> <li>Up sell extra services i.e. Urban Adventures, Air, Insurance</li> </ul>
Possess strong communication skills and superior product knowledge to qualify enquiries and recommend a suitable product	<ul style="list-style-type: none"> <li>An appropriate product option to be offered to every enquiry.</li> <li>Keeping up to date with Company and Department Communication updates through intranet services</li> </ul>
Best practice sales standards and Intrepid's steps to selling	<ul style="list-style-type: none"> <li>Comply with all best practice sales standards</li> </ul>
Use relevant GDS to make airline bookings	<ul style="list-style-type: none"> <li>Training to be completed and skills kept up to date</li> </ul>
Maintaining and increasing Customer Database	<ul style="list-style-type: none"> <li>Number of customers who are actively encouraged to join Brand publications and e-newsletters and ensuring data is kept up to date</li> </ul>
Events organisation and presentations	<ul style="list-style-type: none"> <li>Assist with setting up events</li> <li>Attend and present at promotion events</li> </ul>