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**JOB DESCRIPTION**

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POSITION TITLE: I-Site Visitor Centre Sales Consultant

BUSINESS UNIT: Southern Discoveries

LOCATION: Te Anau

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**Position Objective**

The purpose of this position is to assist I-Site/Southern Discoveries sales efforts by providing superior levels of customer service.

**Position Mission**

To position Southern Discoveries as New Zealand’s premium tourism operator.

**Reporting Responsibility**

This position reports to the Te Anau Team Manager

**Direct Reports**

No staff report directly to this position.

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| **Key Duties**  | **Outcomes**  |
| **1.1 Health & Safety** | * Under the Health and Safety at Work Act (HSWA) 2015, all staff must take responsibility for health and safety, and ensure wherever practicable and reasonable that they, or others, are not harmed by something they do, fail to do, or do incorrectly.
* Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure.
* Maintain a safe working environment by monitoring safety procedures and equipment.
* Understand how to use equipment effectively in accordance with manufacturers’ instructions.
* Be knowledgeable of procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation
* Adhere to all operating procedures including identifying and acting upon any new hazards or risks.
* Suggest improvements and participate in Health & Safety matters
* Attend and participate in Health & Safety meetings
* Assist passengers in case of emergency, and be observant of guests to ensure general safety
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| **1.2 Sales** | * Maximise sales opportunities.
* Ability to capture a sale amongst strong competition.
* Promote Southern Discoveries products and partner products where possible.
* Successfully cross sell and use upselling techniques.
* Maintain a friendly and welcoming character.
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| **1.3 Customer Service** | * Ensure customers and clients receive a high level of customer service at all times.
* Exceed customer expectations through exceptional service delivery.
* Provide a timely, friendly, helpful and efficient service at all times.
* Assist with customer complaints in a friendly and pleasant manner deciding on the best course of action that will solve the problem. Liaise with Te Anau Visitor Centre and Coach Services Manager if necessary.
* Answer all phone and email enquiries in timely, effective and accurate manner.
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| **1.4 Front Office and Administration:** | * Process daily cash up in a timely and accurate manner and maintain cash floats correctly.
* Ensure accurate daily banking reconciliation.
* Ensure tidy presentation of the visitor centre.
* Assist with maintaining visitor centre records and assist the supervisor where necessary with any other duties.
* Become familiar with all office procedures and follow these procedures in line with other staff.
* Carry out office duties in a timely and efficient manner.
* Support the accounts team with finance administration tasks as required
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| **1.5 Communication** | * Administer local email databases so that they are clean, up to date and accurate.
* Communicate freely and clearly, in a professional manner, with other departments and external clients.
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| **1.6 Product Knowledge** | * Have excellent knowledge of all company products.
* Have excellent knowledge of all partner company products and excursions.
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| **1.7 Information Technology** | * Able to use company’s information technology systems effectively and efficiently.
* Ensure customers and clients are charged correctly.
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| **1.8 Other** | * Any other duties that the company may reasonably ask you to complete.
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You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Key Relationships**

**Internal**

* Te Anau Team Manager
* Sales Consultants
* Accounts
* Sales Managers
* Operations Managers
* Reservations and Customer Services

**Authorities**

* No authority for expenditure or to enter into contractual arrangements on behalf of the company.
* No authority to represent the company, or partner companies in the media. Any media enquiries must be referred to the Director of Sales and Marketing and/or Marketing Communications Manager.

**Personal Qualities, Qualifications and Experience**

**Experience**

* Previous retail sales/customer service experience, including providing information and making bookings.
* Knowledge of the Southern Lakes regions and local tourism attractions.
* Full, clean driving licence with Passenger endorsement
* Cash handling and administration

**Personal Attributes and Skills**

* Customer service focused and results oriented.
* Confident, proactive, motivated, and full of initiative with ‘can do attitude.’
* Ability to operate independently and as a team.
* Ability to multitask, prioritise and problem solve.
* Highly organised with excellent attention to detail.
* Punctual and reliable
* Excellent communication skills.

**I have read and understood this position description (please initial each page as acknowledgement)**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**