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**JOB DESCRIPTION**

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##### POSITION TITLE: Reservations Consultant

##### BUSINESS UNIT: Southern Discoveries

**LOCATION: Queenstown**

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**Position Objectives**

* Provide a seamless and effective reservation process from start to finish by exceeding customers expectations through superior customer service while ensuring accuracy at all times.
* This role provides a key point of contact for our customers and clients to provided excellent customer service, while promoting Southern Discoveries and partner products whenever possible.
* Maximising all sales opportunities within the reservations team amongst strong competition through a thorough knowledge of the product ranges, prices and timetables.

**Position Mission**

* To assist in positioning Southern Discoveries as one of the premium tourist operators in New Zealand, by providing an enjoyable, professional and safe environment for customers, clients & staff.

**Reporting Responsibility**

* This position reports to the Reservations Manager

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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**  | * Maximizes sales opportunities.
* Ability to capture a sale amongst strong competition.
* Has a thorough knowledge of products, prices and timetables.
* Promote Southern Discoveries and associated products whenever possible.
* Successfully employs cross-selling & up-selling techniques
* Always maintains a friendly and welcoming character.
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| **1.3 Customer Service** | * Ensure that all customers & key clients receive a very high level of customer service at all times.
* Exceed guest’s expectations of customer’s service delivery.
* Provide a timely, friendly, helpful and efficient service at all times.
* Assists with customer complaints in a pleasant & friendly manor deciding on a course of action that will alleviate or solve the problem. Liaise with Reservations Manager when necessary.
* Answer all phone, fax & email enquires in a timely, effective and accurate manner.
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| **1.4 Reservation Duties** | * Answer all phone, fax and email reservations enquiries in a timely, efficient and accurate manner.
* Exceed guest expectations of customer service delivery and endeavour to personalise the experience for each caller.
* Ensure accurate entering into appropriate system all reservations, amendments and cancellations.
* Liaise with all Southern Discoveries sites as required.
* Check all future reservations & reconfirmations as necessary in a timely and accurate manner.
* Inform relevant parties of any situations affecting operations (IE, Road closures etc)
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| **1.5 Administration Functions**  | * Runs Statistical reports as required
* Ensure tidy presentation of office including vacuuming & emptying of rubbish.
* Assist the supervisor when necessary with any other duties.
* Assists with keeping rate schedules up to date.
* Helps with maintaining office records.
* Maintains stock of office supplies to appropriate levels.
* Assist with ‘End of Months’ tasks.
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| **1.6 Uses the reservation system to its maximum potential.**  | * Has a thorough working knowledge of the reservation system.
* Ensures clients are charged correctly.
* Focuses on entering data accurately and timely.
* Takes action on any irregularities or mistakes to avoid confusion.
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| **1.7 Contributes to effective and efficient office procedures.**  | * Becomes fully familiar with all office procedures.
* Follows standard procedures in line with other office staff.
* Carries out office duties in a timely and efficient manner.
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| **1.8 Communication** | * Communicates freely and clearly, in a professional manner, with other departments and external clients.
* Keeps all departments informed of any changes that may affect them.
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| **1.9 Coach dispatch duties** | * Ensure coach check-in runs smoothly
* Check in guests
* Liaise with internal staff to manage issues such as late arrivals and no-shows
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| **1.20 Frontline Sales** | * Assist in our Queenstown Retail outlets to sell Southern Discoveries and other products as required
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| **1.21 Other Duties** | * Carry out other tasks that the company may reasonably ask you to complete.
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Plus any other tasks that the Employer may reasonably ask you to complete.

You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Qualifications and Experience**

**Essential**

* Excellent communication skills.
* Previous customer service experience
* Ability to work both under direction and without supervision.
* Ability to work well in a team.
* Ability to use multiple computer systems
* Exceptional attention to detail
* Very well organised and able to work well under pressure
* Punctual, reliable and trustworthy

#### Desirable

* Previous experience providing tourist information and making bookings.
* A thorough knowledge of local attractions.
* Current First Aid Certificate or equivalent.
* NZ class 1 driver’s licence.
* Plus any other tasks that the Employer may reasonably ask you to complete.
* You acknowledge that your role may develop to include other tasks in addition to those listed above.

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

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

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

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