******

**JOB DESCRIPTION**

|  |
| --- |
|  |

POSITION TITLE: Frontline Customer Service and Sales Consultant & Accounts Support

BUSINESS UNIT: Southern Discoveries

LOCATION: Te Anau

|  |
| --- |
|  |

**Position Objective**

The purpose of this position is to assist Southern Discoveries sales efforts by providing superior levels of customer service. To ensure the accurate and timely processing of all data required to maintain up to date finance records and provide other accounting assistance to the finance team

**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.

|  |  |
| --- | --- |
| **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
 |
| **1.2 Sales** | * Maximise sales opportunities.
* Ability to capture a sale amongst strong competition.
* Promote Southern Discoveries products and partner products where possible.
* Establish rapport with customers and meet their needs by selling them appropriate local, regional, and national products and services
* Successfully cross-sell and use upselling techniques.
* Maintain a friendly and welcoming character.
* Process bookings and sales in a timely and professional manner
* Provide cover for the front desk when rostered, or at busy times
* Take part in agent familiarisation activities
 |
| **1.3 Accounts** | * Check and deposit cash banking from Milford Sound
* Assist with all departments site deposit reconciliation in Xero
* Assist with ticket sales sign off
* Assist with month end tasks as and when required by supervisor
* Assist in booking checks
 |
| **1.4 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 Team Manager or other Management support if necessary.
* Answer all phone and email enquiries in timely, effective and accurate manner.
 |
| **1.5 Front Office and Administration:** | * Process daily cash up in a timely and accurate manner and maintain cash floats correctly.
* Conduct daily Southern Discoveries coach dispatch as rostered
* 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
 |
| **1.6 Communication** | * Administer local contact information and 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.
 |
| **1.7 Product Knowledge** | * Have excellent knowledge of all company products.
* Have excellent knowledge of all partner company products and excursions.
* Have excellent knowledge of local and regional products, and know where to find accurate and up-to-date information
 |
| **1.8 Information Technology** | * Able to use company’s information technology systems effectively and efficiently.
* Ensure customers and clients are charged correctly.
 |
|  |  |
| * 1. **Other**
 | * Any other duties that the company may reasonably ask you to complete

Interact respectfully with all members of Southern Discoveries  |

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 sales teams from the other retail outlets

**External**

* **Tourism product providers**

**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 CEO/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.
* Cash handling and administration, with experience of Xero preferred

**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 written and verbal communication skills

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

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

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

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