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**JOB DESCRIPTION**

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##### POSITION TITLE: Senior Frontline Sales Consultant

##### BUSINESS UNIT: Southern Discoveries

**LOCATION: Milford Sound**

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**Position Objectives**

* To provide the ultimate Milford Sound experience by exceeding customer expectations through superior customer service and product delivery in a friendly and professional manner.
* To be the key point of contact for all customers and clients at our main outlets in Milford Sound providing excellent customer service, while promoting Southern Discoveries and partner products whenever possible.
* Maximising all sales opportunities amongst strong competition through a thorough knowledge of the product ranges, prices and timetables.
* Assist the Office Team Leader in the smooth running of the Milford wharf office.

**Reporting Responsibility**

* This position reports directly to the Milford Cruise Manager and is supervised by the Office Team Leader.
* For part or all of their duties, this position may also report to the Operations 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 all sales opportunities
* Has a thorough knowledge of products, prices and timetables.
* Ability to capture a sale amongst strong competition.
* Always maintains a friendly and welcoming character.
* Promote Southern Discoveries and associated products whenever possible.
* Successfully employ cross-selling & up selling techniques
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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 guests' expectations of customer service delivery.
* Provide a timely, friendly, helpful and efficient service at all times.
* Assist with customer complaints in a pleasant & friendly manor deciding on a course of action that will alleviate or solve the problem. Liaise with Cafe Supervisor or Operations Manager when necessary.
* Answer all phone, fax & email enquires in a timely, effective and accurate manner.
* To effectively manage cancellations, complaints or operational issues in line with the established SOPs in the absence of the Duty Manager or Office Team Leader.
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| **1.4 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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| **1.5 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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| **1.6 Reservations** | * 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 Assist the Office Team Leader and provide leadership to the office team** | * In the absence of the Office Team Leader oversee the daily running of the Milford wharf office.
* Assist the Office Team Leader in training new staff and overseeing their progress.
* In the absence of the Office Team Leader ensure all end of month tasks and reconciliations are completed, including budget pax checks.
* Assist the Office Team Leader and Duty Manager with capacity checking, forecasts and managing special bookings.
* Ensure any customer complaints are dealt with quickly and efficiently with the best possible outcome for the customer, and all issues are reported to the Office Team Leader or Duty Manager in a timely manner.
* Set a good example of behaviour, conduct and work ethic to the other members of the team.
* Assist in resolving operational issues.
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| **1.8 To ensure the Front Office and administration functions are completed to the highest standard.** | * Assists with keeping rate schedules up to date.
* Keeps souvenirs well stocked and tidy.
* Processes cash-ups timely and accurately and maintains all cash floats correctly.
* Helps with maintaining office records.
* Ensures Budget Pax spreadsheets are up to date a regularly checked.
* Maintains stock of office supplies and souvenirs to appropriate levels.
* Keeps the sales desk plus cafe clean and tidy (this includes vacuuming & emptying rubbish etc).
* Assist with ‘End of Months’ tasks.
* Ordering office supplies when appropriate and within reasonable parameters.
* Ensure that First Aid stocktake and ordering is completed on a monthly basis, and First Aid stock supplies are organised and maintained.
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**Position Profile**

The position is best suited to a person with a desire to live and work in Milford Sound, accepting the remoteness of the business, and the climatic and environmental factors that occur in Fiordland.

**Key relationships:**

**Internal**

* Milford Cruise Manager – directly report to and liaise regularly, provide feedback on operational issues.
* Cafe Supervisor / Manager – liaise regularly and maintain open communication.
* Team Leaders and Skippers – liaise regularly, maintain a good working relationship.
* Milford Cruise Manager – provide feedback on customer satisfaction and operational issues.
* All other staff – liaises regularly, maintain a good working relationship.

**External**

* Customers/Tour Guides – serve in a friendly, efficient manner.
* Suppliers – when appropriate, liaise in a manner that reflects well on Southern Discoveries.
* Other tour operators.

**Qualifications and Experience**

**Essential**

* Excellent verbal and written communication skills.
* Fluent English language skills.
* Ability to work with/without supervision.
* Ability to work as a team member.
* Local knowledge to advise customers of the different activities available in Milford.
* Experience in reservations/booking systems.
* Computer literate with experience in Word, Excel and Outlook.
* Previous customer service experience.

#### Desirable

* Relevant business qualification
* Previous sales & hospitality experience.
* Other languages: Mandarin, Korean, Japanese, French, German, Spanish, Filipino
* Previous experience providing tourist information and making bookings.
* A thorough knowledge of Fiordland National Park, and surrounding areas.
* Current First Aid Certificate or equivalent.
* Full NZ class 1 driver’s license.
* VHF Radio ticket.
* Experience working in the maritime or transport industry.

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

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

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

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