

**JOB DESCRIPTION**

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POSITION TITLE: Frontline Sales Consultant

##### BUSINESS UNIT: Southern Discoveries

**LOCATION: Queenstown**

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**Position Objectives**

All staff are responsible for providing a superior service through all channels of duty which meets or exceeds the clients expectations in a timely, friendly and professional manner. Maximising all sales opportunities at our retail outlets by using cross selling & up selling techniques.

**Reporting Responsibility**

This position ultimately reports to the Queenstown Retail Supervisor.  For part or all of their duties, this position may also report to the Operations Manager and Senior Consultants if necessary.

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| **Key Duties**  | **Outcomes**  |
| **1.1  Sales**  | * Maximizes sales opportunities at our retail outlets.
* 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 employ cross-selling & up selling techniques
* Always maintains a friendly and welcoming character.
* Achieve daily and monthly sales target
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| **1.2  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.
* Assist with customer complaints in a pleasant & friendly manner deciding on a course of action that will alleviate or solve the problem.  Liaise with Retail Supervisor or Operations Manager when necessary.
* Answer all phone, fax & email enquires in a timely, effective and accurate manner.
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| **1.3 Front Office and Administration Functions**  | * Processes cash-ups timely and accurately and maintains all cash floats correctly.
* Accurate bank reconciliation
* 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.
* Keeps the office clean and tidy (this includes vacuuming & emptying rubbish etc).
* Maintains stock of office supplies and souvenirs to appropriate levels
* Assist with ‘End of Months’ tasks.
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| **1.4 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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| **1.5 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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| **1.6  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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| **1.7 Health & Safety and Emergency Procedures** | * 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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| **1.8  Other Duties** | * Carry out other tasks that the company may reasonably ask you to complete i.e. work on the vessels as a boat host as and when required, assist other departments when required.
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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**

* Good communication skills.
* Previous Retail/Sales experience
* Ability to work under direction and without supervision.
* Ability to work as a team member.
* Ability to use multiple computer systems
* Attention to detail

#### Desirable

* Previous sales & hospitality experience
* 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 license.

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

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

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

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