

Part A - Role Specification

Role Title:	Travel Team Leader, Travel Contact centre	Date last reviewed:	January 2024
Business Unit:	Travel & Distribution	Department:	Retail Sales
Classification:	General Retail Industry Award Level 8 CLC		
Role Reports to (role title):	Regional Travel Manager		
Direct Reports (role titles):	Travel Sales Consultants		

Unique Value Add (Succinct statement of why the role exists; the purpose)
<p>The Travel Team Leader is responsible for providing clear direction and motivation to their team members. This role will also assist with staff development through on the job coaching and to work with the Travel Sales Manager to ensure targets and customer expectations are met.</p> <p>To build and create unique holiday experiences to our members and community at an exceptionally high level of customer service.</p>

Health and Safety Accountabilities
<ul style="list-style-type: none"> • Takes personal responsibility for their own safety & that of others and ensure their work environment and practices are safe. • Perform their duties in accordance with the RAA Work Health & Safety and Injury Management Roles and Responsibilities Procedure specific to the defined level of work.

Key Result Areas	
KRA	Accountabilities (3 -5 key accountabilities per KRA)
1. Leadership/Supervision	<ul style="list-style-type: none"> • Provide a clear direction, purpose and context for your team’s work, setting clear targets with agreed deliverables and timeframes for each team member. • Regularly assess performance of, and provide feedback to, direct reports through monthly (at minimum) one on one discussions and adherence to the eCDP development plan and cycle. • First point of escalation for Team member queries. • Assist in coordinating team activities in conjunction with the Travel Sales Manager

2. Sales	<ul style="list-style-type: none"> • Achieve allocated sales targets, monthly and annually individually and as a team • Work towards bonus incentive targets and other KPIs • Achieve a yield of at least 10% with a key focus on preferred suppliers • Identify and resolve sales enquiries utilising RAA’s sales principles through all relevant communication channels including in person, over the phone, via email and online • Cross / switch and up-sell to additional products and services
3. Customer Service	<ul style="list-style-type: none"> • Solve escalated customer concerns to maintain a high level of customer/member satisfaction. • Provide excellent personalised customer service to both internal and external members and customers • Complete consults including selling flights, accommodation, cruises, tours, and related travel products in person, over the phone, via email and online • Ensure compliance with relevant acts and guidelines • Take ownership of issues or concerns until fully resolved. • Follow up and manage customer enquiries in a timely manner
4. Product Knowledge	<ul style="list-style-type: none"> • Coordinate and arrange information sessions for Travel Sales Consultants with suppliers. • Facilitate team meetings to ensure all team members are informed of relevant information • Actively participate in webinars and Travel industry education sessions to maintain relevant industry knowledge • Maintain understanding and knowledge of the latest travel regulations and government restrictions
5. Teamwork	<ul style="list-style-type: none"> • Attend /coordinate and actively participate in briefings / team meetings. • Proactively foster positive working relationships with team members and internal/external stakeholders • Demonstrate flexibility to assist colleagues and meet customer demands as required • Actively participate in Team Leader meetings, coaching session, training or workshop activities.
6. Administration	<ul style="list-style-type: none"> • Prepare and issue client documentation, receipt payments and process payments to and from suppliers • Ensure client files are managed/maintained to meet the targeted data quality standards, with appropriate client and financial documentation actioned in a timely manner. • Maintain data security and member funds in the Travel Trust Account to ensure RAA standards are met • Ability to work in a paperless environment and hold all information electronically on RAA secure systems • Maintain the team rostering requirements

Key Authorities

Financial (*Authorities to spend money*)

- Overtime and time in lieu approvals as per Delegations of Authority Policy

Technology/System/Process

- Amadeus
- Landscape
- Tramada
- Mint
- Travel Pay
- IPSI payment gateway
- Genesys (soft-phone skills)

Part B - Person Specification

Qualifications

- Certificate III in Travel and Tourism (Mandatory)
- Certificate IV in Leadership & Management (Desired)

Skills and Abilities

- Effective leadership, development and coaching skills
- Proven ability to achieve sales targets at an individual and team level
- Ability to motivate and inspire team members to achieve results
- Ability to use initiative and solve problems
- Highly organised and a self-starter
- Demonstrated effective time management
- Passion for travel and customer service as well as building relationships to establish a strong client database
- Ability to confidently learn new systems
- Ability to identify opportunities for improvement to self, functions, and processes

Knowledge

- Sound knowledge of world geography and destination attractions
- Demonstrated knowledge of travel industry processes and procedures to facilitate client travel requirements
- Compliant with RAA policies and procedures and legal requirements in selling travel insurance

Experience

- Experience in travel consulting
- Demonstrated experience in leading teams, preferably a travel team
- GDS experience

Additional Requirements

- Flexibility to work outside of 'normal' hours to assist in timely response to customer enquiries and achieve deadlines.
- Perform other duties as requested by the Manager where consistent with this position and within current level of competence.
- Participation in 'out of hours' product educational opportunities and familiarisations

<p><i>Reviewed by:</i> Name: Giselle Stannard Role Title: HR Business Partner</p>	<p><i>Date:</i> 25 January 2024</p>
<p><i>Approved by:</i> Name: Jaime Cahill Role Title: Team Leader Corporate Travel</p>	<p><i>Date:</i> 25 January 2024</p>