

POSITION DESCRIPTION



Part A - Role Specification

Role Title:	Travel Sales Consultant	Date last reviewed:	July 2022
Business Unit:	Travel & Distribution	Department:	Retail Sales
Classification:	General Retail Industry Award Level 5B	Level of Work:	Mid Quality (I)
Role Reports to (role title):	Team Leader / Manager, Travel Agent Sales		
Direct Reports (role titles):	Nil		

Unique Value Add (*Succinct statement of why the role exists; the purpose*)

- To build and create unique holiday experiences to our members and community at an exceptionally high level of customer service.

Health and Safety Accountabilities

- 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 (*Outcomes of the role and the desired behaviours to be exhibited in the role*)

KRA	Accountabilities (3 -5 key accountabilities per KRA) <i>EG. Conduct analysis of the "Grade of Service" targets and provide monthly reports.</i>
1. Customer Service	<ul style="list-style-type: none"> • Provide excellent personalised customer service (internal and external) to ensure nil justified complaints received • Ability to 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, delivering a first contact resolution • Follow up and manage customer enquiries in a timely manner • Willingness to use initiative to solve customer concerns
2. Travel Sales & Targets	<ul style="list-style-type: none"> • Ensure achievement of allocated sales targets, monthly and annually • 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 the GREAT principles through all relevant communication channels including inbound, outbound & webchat • Cross / switch and up-sell to additional products and services

3. 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
4. Product Knowledge & Development	<ul style="list-style-type: none"> • Actively participate in webinars and Travel industry education sessions during the financial year to maintain relevant industry knowledge • Have an active understanding and knowledge of the latest travel regulations and government restrictions
5. Teamwork	<ul style="list-style-type: none"> • Uphold the values of the Company and strive to collectively achieve RAA's goals • Proactively foster effective interaction and positive working relationship with others • Demonstrate flexibility to assist colleagues / meet customer demand • Actively participate in briefings, coaching and training or workshop activity

Key Authorities (A summary of delegated authorities needed to effectively fulfil the role accountabilities)

People (Authorities to manage people relationships)	
Authority for Direct Reports <ul style="list-style-type: none"> • Nil 	Authority for Cross Functional Relationships <ul style="list-style-type: none"> • Nil

Financial (Authorities to spend money)
<ul style="list-style-type: none"> • Nil

Technology/System/Process (Authorities to access and use IT systems, undertake certain processes)
<ul style="list-style-type: none"> • Amadeus • Landscape • Tramada • Mint • Travel Pay • IPSI payment gateway • Genesys (soft-phone skills)

Part B - Person Specification

Qualifications (Indicate whether mandatory or desired)

- Certificate III in Travel and Tourism (mandatory)

Skills and Abilities (*Individuals capabilities, include level of proficiency*)

- Passion for travel and customer service and building relationships to establish a strong client database
- Highly motivate with a high level of attention to detail
- Adhering to expected sales process while delivering exceptional customer service
- Proven ability in working towards and achieving sales targets and KPIs and cross-selling products
- Ability to confidently learn new systems
- Ability and desire to willingly solve problems
- Ability to identify opportunities for improvement to self, functions, and processes
- Manage time to ensure all follow up activities are resolved

Knowledge (*Factual or procedural information needed to perform in the role*)

- Knowledge of the travel industry, processes and systems
- Have a high level of supplier, product, and destination knowledge
- Understanding of RAA products and services

Experience (*The minimum amount of experience required to perform in the role*)

- Travel Industry experience
- Experience in a travel consultant role is desirable
- Global Distribution System experience
- Proven track record of achieving sales targets

Additional Requirements

- Participation in 'out of hours' product educational opportunities and familiarisations
- There is an expectation for staff to work some out of 'normal' hours work to assist in timely response to customer enquiries and achieve deadlines
- There may be some overtime requirement

<p>Reviewed by: Name: Jackie Wallace Role Title: HR Business Partner</p>	<p>Date: 6 July 2022</p>
<p>Approved by: Name: Stacey Forgione Role Title: Manager, Travel Agent Sales</p>	<p>Date: 28 June 2022</p>