

# POSITION DESCRIPTION



## Part A - Role Specification

<b>Role Title:</b>	Travel Sales Consultant	<b>Date last reviewed:</b>	April 2024
<b>Business Unit:</b>	Travel & Distribution	<b>Department:</b>	Retail Sales
<b>Classification:</b>	General Retail Industry Award Level 5B		
<b>Role Reports to (role title):</b>	Travel Team Leader		
<b>Direct Reports (role titles):</b>	Nil		

<b>Unique Value Add (Succinct statement of why the role exists; the purpose)</b>
<ul style="list-style-type: none"> <li>To build and create unique holiday experiences for our members and community at an exceptionally high level of customer service.</li> </ul>

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

<b>Key Result Areas (Outcomes of the role and the desired behaviours to be exhibited in the role)</b>	
<b>KRA</b>	<b>Accountabilities (3-5 key accountabilities per KRA)</b> <i>EG. Conduct analysis of the "Grade of Service" targets and provide monthly reports.</i>
<b>1. Customer Service</b>	<ul style="list-style-type: none"> <li>Provide excellent personalised customer service (internal and external) to ensure nil justified complaints received.</li> <li>Ability to complete consults including selling flights, accommodation, cruises, tours, and related travel products in person, over the phone, via email and online.</li> <li>Ensure compliance with relevant acts and guidelines.</li> <li>Take ownership of issues or concerns until fully resolved, delivering a first contact resolution.</li> <li>Follow up and manage customer enquiries in a timely manner.</li> <li>Willingness to use initiative to solve customer concerns.</li> </ul>
<b>2. Travel Sales &amp; Targets</b>	<ul style="list-style-type: none"> <li>Achieve or exceed sales targets, monthly and annually.</li> <li>Work towards bonus incentive targets and other KPIs.</li> <li>Achieve a yield of at least 8.5% with a key focus on preferred suppliers.</li> <li>Identify and resolve sales enquiries utilising the GREAT SALES process through all relevant communication channels including inbound, outbound &amp; webchat.</li> <li>Cross / switch and up-sell to additional products and services.</li> </ul>

<b>3. Administration</b>	<ul style="list-style-type: none"> <li>• Prepare and issue client documentation, receipt payments and process payments to and from suppliers.</li> <li>• Ensure client files are managed/maintained to meet the targeted data quality standards, with appropriate client and financial documentation actioned in a timely manner.</li> <li>• Maintain data security to ensure RAA standards are met.</li> <li>• Ability to work in a paperless environment and hold all information electronically on RAA secure systems.</li> </ul>
<b>4. Product Knowledge &amp; Development</b>	<ul style="list-style-type: none"> <li>• Actively participate in webinars and Travel industry education sessions during the financial year to maintain relevant industry knowledge.</li> <li>• Have an active understanding and knowledge of the latest travel regulations and government restrictions.</li> </ul>
<b>5. Teamwork</b>	<ul style="list-style-type: none"> <li>• Uphold the values of the Company and strive to collectively achieve RAA's goals.</li> <li>• Proactively foster effective interaction and positive working relationship with others.</li> <li>• Demonstrate flexibility to assist colleagues / meet customer demand.</li> <li>• Actively participate in briefings, coaching and training or workshop activity.</li> </ul>

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

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

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

## Part B - Person Specification

### Qualifications *(Indicate whether mandatory or desired)*

- Certificate III in Travel and Tourism Desired (mandatory for experienced level)

### 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 motivated 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 preferred (required if experienced agent applicant)
- Experience in a travel consultant role is desirable
- Global Distribution System experience preferred (required if experienced agent applicant)
- 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

#### **Reviewed by:**

**Name:** Giselle Stannard

**Role Title:** HR Business Partner

#### **Date:**

*April 2024*

#### **Approved by:**

**Name:** Stacey Forgione

**Role Title:** Regional Travel Manager

#### **Date:**

*April 2024*