



Date Updated: 2 July 2007

JOB DESCRIPTION

POSITION: Intrepid Travel Specialist
NAME:
DEPARTMENT: Retail
REPORTING TO: Store Manager
DIRECT REPORTS: Nil
LOCATION: Perth

POSITION PURPOSE:

The Travel Specialist works within the Store team to provide outstanding customer service including information on Intrepid product and travel destinations, to promote the Intrepid Brand and create sales.

Accountabilities	Measure
Provide Customers information on Product & destinations	Customer feedback ratings
Achieve annual passenger number targets	No. of passengers booked
Achieve annual budgeted \$ sales turnover for Store & consultant	Sales targets
Achieve annual budgeted \$ Airfares sales for Store & consultant	Sales targets
Achieve annual budgeted \$ Insurance sales for Store & consultant	Sales targets
Maintaining Customer database	No. of new records per month
Events organisation and presentation	Sales per event New records on data base
Store Administration	Completion of tasks

KEY ACTIVITIES TO DELIVER ACCOUNTABILITIES

Accountabilities	Key Activities
Provide Customers information on Product & destinations	<ul style="list-style-type: none"> Meet service standards as described in Store Operations Manual Maintain up to date Product knowledge Service all customers promptly providing relevant information and assistance with booking trips
Achieve annual budgeted \$ sales turnover for Store	<ul style="list-style-type: none"> Make necessary reservations on Intrepid group and independent trips and forward invoices Confirmations are followed up if response not received the next day Payment allocation - Prepare and forward updated invoices after deposits/full payments have been paid Prepare and dispatch documents for fully paid bookings via email Expired options & Late Payments reviewed daily Handle calls, and process all details for the booking including airfares and insurance Apply Intrepid Selling Skills/Standards
Achieve annual budgeted \$ Airfares sales for Store	<ul style="list-style-type: none"> Offer airfare quotes on all bookings Advise of Intrepid package deals
Achieve annual budgeted \$ Insurance sales for Store	<ul style="list-style-type: none"> Offer insurance on all bookings
Maintaining Customer database	<ul style="list-style-type: none"> Obtain listing of potential and current customers wherever possible; regularly review and update database (mailing list)
Events organisation and presentation	<ul style="list-style-type: none"> Attend and present at promotional events, providing customers with relevant information and assistance with booking trips
Store Administration	<ul style="list-style-type: none"> Carry out tasks as delegated by Store Manager - Housekeeping, cleaning, cash handling, computer systems maintenance and back-up, ordering supplies, paying accounts, monitoring functioning of equipment (multi-media, IT) and report issues ASAP Visual merchandising – create and set up displays according to Design guidelines

QUALIFICATIONS AND EXPERIENCE

Experience within the retail travel industry

Personal and/or professional travel experience to Intrepid destinations (Asia, Middle East, Europe, Latin America, Australasia)

Experience working with computer booking systems – Sabre advantageous

Travel industry qualifications advantageous

OTHER SKILLS AND ATTRIBUTES

Passion for travel in the Intrepid style

Outstanding customer service ability

Sound organisational skills and attention to detail

Excellent verbal and written communication skills

An understanding of and belief in Intrepid's Responsible Travel philosophy

Friendly and flexible team player

Responsible and reliable

OTHER REQUIREMENTS

To attend monthly store meetings outside trading hours

To work flexible hours and shifts as required