



JOB DESCRIPTION

Variations on this job description may be made in consultation during the course of this Agreement as required.

POSITION: Intrepid Travel Specialist
DEPARTMENT: Retail
REPORTING TO: Store Manager
DIRECT REPORTS: Nil
LOCATION: Auckland
UPDATED: August 2009

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	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	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.
Achieve annual budgeted \$ Airfares sales for Store	Offer airfare quotes on all bookings. Advise of Intrepid package deals
Achieve annual budgeted \$ Insurance sales for Store	Offer insurance on all bookings.
Maintaining Customer database	Obtain listing of potential and current customers wherever possible; regularly review and update database (mailing list)
Events organisation and presentation	Attend and present at promotional events, providing customers with relevant information and assistance with booking trips.

Store Administration	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 merchandizing – 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, Africa, Middle East, Europe, Latin America, Australasia)
Experience working with GDS – Galileo or 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