**

**JOB DESCRIPTION**

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POSITION TITLE: Frontline Sales Supervisor

##### BUSINESS UNIT: Te Anau I-Site

**LOCATION: Te Anau**

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**Position Objectives**

* To maintain and develop the I-Site retail presence in Te Anau and optimise sales activity especially of company owned and operated tourism products.
* Provide supervision to our team of Frontline Sales Consultants to maximise all sales opportunities and ensure budget revenue targets are being achieved.
* Supporting the daily running of the Te Anau I-Site

**Reporting Responsibility**

This position reports to the Te Anau Team Manager

**Key Relationships**

**Internal**

* Frontline Sales Consultants (in the absence of Te Anau Manager you will provide day to day leadership of the team)
* Sales & Marketing staff
* Reservations Team
* Accounts Team
* Coach Drivers
* Milford Front Desk
* Finance Team

**External**

* Partner products
* Other regional and New Zealand wide Tourism Operators
* I-Site Staff

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| **Key Duties**  | **Outcomes**  |
| **1.1 Sales**  | * Maximizes Southern Discoveries and associated product sales opportunities at our retail outlets.
* Ensure our retail outlet promote Southern Discoveries and associated products whenever possible.
* Demonstrate a comprehensive knowledge of products, prices, and timetables for all products that we represent
* Successfully employ cross-selling & up-selling techniques
* Achieve daily and monthly sales target by creating and maintaining a team environment that focuses on sales.
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| **1.2 Customer Service** | * Ensure all customers and key clients receive an excellent level of customer service at all times.
* Exceed guests’ expectations of customers’ service delivery and provide a timely, friendly, helpful, and efficient service at all times.
* Assist with handling customer complaints in a pleasant and friendly manner, deciding on a course of action that will alleviate or solve the problem. Escalate to management when necessary.
* Answer all phone and email enquires in a timely, effective, and accurate manner.
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| **1.3 Referral Sales and Optional Sales**  | * Assist with other referral sales and optional sales bookings ensure bookings and payments are input correctly in the system
* Ensure accurate collection of referral payments and commission.
* Liaise with current or potential clientele to develop relationships and increase business.
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| **1.4 Front Office and Administration Functions**  | Front Office* Supervise and assist the team to ensure that all administrative tasks are completed in a timely and efficient manner.
* Assist with keeping rate schedules up to date in IBIS
* Demonstrate a sound working knowledge of the IBIS ticketing and operation reservation system.
* Ensure agent information is current in the system.
* Report/resolve any IBIS system errors to management.
* Produce/update standard procedures as required.

Finance* Produce accurate finance reports, including site deposit form, banking, backup float, petty cash reconciliation.
* Assist with end of month tasks and deliver accurate and timely invoicing.

Ordering * Maintain stock of office supplies, brochure, and souvenirs to appropriate levels
* Maintain inventory supplies.

Other* Ensure tidy presentation of the retail shop.
* Ensure shop displays are updated in timely manner.
* Prepare and maintain work records and information reports, such as employee timesheets and wages, daily receipts, or inspection results.
* Liaise with Southern Discoveries Milford, Head Office, and Coaching Operations as required.
* Carry out other tasks that the company may reasonably ask you to complete, including project work.
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| **1.5 Communication** | * Communicate in a professional and articulate manner at all times, both written and verbal.
* Keep all departments informed of any changes that may affect them.
* Inform relevant parties of any situations affecting operations (e.g. Road closures etc.)
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| **1.6 Training** | * In conjunction with the manager, assess training and induction needs of staff and arrange for or provide appropriate instruction.
* Provide or demonstrate training for new and existing staff members
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| **1.7 Health & Safety and Emergency Procedures** | * Under the Health and Safety at Work Act (HSWA) 2015, all staff must take responsibility for health and safety, and ensure wherever practicable and reasonable that they, or others, are not harmed by something they do, fail to do, or do incorrectly.
* Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure.
* Maintain a safe working environment by monitoring safety procedures and equipment.
* Where required, train Health & Safety matters including effective use of equipment/chemicals in accordance with manufacturers’ instructions.
* Where required, train staff in procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation
* Be proactive in ensuring all operating procedures are adhered to including identifying and acting upon any new hazards or risks.
* Suggest improvements and encourage staff participation in Health & Safety
* Attend, participate, and if required, lead departmental Health & Safety meetings
* Assist passengers in case of emergency, and be observant of guests to ensure general safety
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Plus, any other tasks that the Employer may reasonably ask you to complete.

You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Position Profile**

The position is best suited to a person who has excellent communications skills, a yearning for customer interaction and a real passion for New Zealand landscape. This role will operate in all weathers so is suited to a person for a passion for the outdoors.

**Qualifications and Experience**

**Essential**

* Experience in retail sales in the tourism industry
* Excellent communication skills.
* A thorough knowledge of Te Anau and Southland
* Enjoys customer interaction.
* Ability to work as part of a close-knit team.
* Ability to work both under direction and without supervision.
* Solutions focused

**Desirable**

* Previous leadership experience in a sole charge situation.
* Qualifications in Tourism & Hospitality.
* Current First Aid Certificate.

**I have read and understood this position description (please initial each page as acknowledgement)**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**