



Position Description

Job Title: Sales & Service Crew

Reports to: Sales & Service Head of Department

Purpose of Role:

Ensuring our customers have a seamless and high-quality journey throughout their AJ Hackett Bungy experience. This includes greeting & hosting customers at our sites & booking centres, informing them about our products & processes, whilst also driving & maximizing sales opportunities & enhancing the customer experience through personal interaction and celebrating in their achievements post-activity.

SAS crew are responsible for the capture of roving photography and ensuring that the daily quality of photo & video products provide a compelling and innovative package that customers want to share.

Reporting Relationships:

Cross reporting will be a daily requirement for all AJHBNZ crew

Functional Relationships:

- Queenstown Sites Manager
- Sales & Service Head of Dept.
- Site Controllers
- Activity Controllers
- Tech Team

Working Relationships:

- Sales & Service Crew
- Activity Crew
- Transport Crew
- S&M team
- Senior Management Team
- Contractors/Site visitors

Key Accountabilities:

Health & Safety

Responsibilities include:

- Ensure AJHBNZ H&S policies are adhered to, including the timely reporting & follow up on all hazards, incidents, injuries or near misses.
- Demonstrate comprehensive understanding of all department tasks, manuals, systems & procedures.
- Have full understanding of & adhere to all H&S policies, ERP's, SOP's & regulations.
- Maintain all areas of site in a clean, safe & presentable manner.
- Demonstrate responsible & correct use of PPE.
- Ensure safety of all Crew, Contractors, Visitors & Equipment; proactively mitigating & taking responsibility for any potential H&S issues.
- Participate in the development of a safe & healthy workplace.
- Complete any remedial actions, as required by the H&S Manager, to meet specific H&S compliance requirements.
- Provide clear & comprehensive safety briefings to customers, when required.

Key performance indicators:

- *Demonstrates responsibility for the overall safety of Crew & Visitors and registers hazards as they arise.*

- *Site is run as per the AJHBNZ H&S Policy Statement & standards are consistently & accurately met, in line with SOPs.*
- *Issues are reported & dealt with in a timely manner & Senior Management is kept aware of any compliance irregularities.*
- *Any accidents, incidents, near misses or injuries are reported accurately, in a timely manner & are reduced, consequently.*
- *All PPE is correctly worn, maintained & cared for, with repair/replacement reduced.*
- *The site is maintained as best as possible, resulting in reduced maintenance & repair work being required.*
- *Safety standards are maintained by ensuring customers meet our requirements regarding age, weight & medical conditions.*
- *Safely checks customers in for their activity by accurately & consistently following company procedures.*
- *Customers are fully aware of H&S considerations.*

Sales

Responsibilities include:

- Proactively promote & drive the sale of all AJHBNZ activities & products.
- Demonstrate a comprehensive understanding of all AJHBNZ offerings.
- Demonstrate a comprehensive knowledge of the Ibis POS system, ensuring accurate bookings are made for all sites.
- Demonstrate accurate stock maintenance & control measures, including month-end stock takes.
- Maintain the display of merchandise in a visually attractive manner.
- Demonstrate passion for the story of Bungy & AJ Hackett Bungy NZ.

Key performance indicators:

- *Sales targets are met & beaten on a consistent basis.*
- *All information provided to customers is correct, relevant & current.*
- *Errors are minimised & rectified in a timely manner, where necessary.*
- *Inventory is maintained accurately & is up to date.*
- *Merchandise is displayed in a way which reflects AJHBNZ brand & optimises sales, reflected in increased revenue.*

Service

Responsibilities include:

- Work as part of a team to deliver professional & appropriate customer service in all situations.
- Proactively greet & engage with all site visitors so they feel welcome.
- Acknowledge all customers on arrival & endeavour to serve them in a timely manner.
- Provide any product education our customers require to secure them as paying activity customers.
- Assist in the creation of an energetic & fun workplace atmosphere.
- Build long term relationships with all coach drivers & guides you are required to engage with, maximising customer numbers & revenue.
- Offer an engaging & proactive customer experience when filling a host shift, building a relationship with our customers & highlighting options around other product options, second activities & merchandise.
- Provide presentations to larger groups or tours, when required.
- Proactively seek out & engage with AJHBNZ spectators to make them feel included in the experience & encouraged to upgrade.
- Assisting the S&M team to fulfill any famil, media or reccy requests.
- Capturing & editing roving photography, ensuring products are of the highest quality.
- Acknowledge the customers' achievements in completing an AJHB experience and assist with their post-activity requirements.

- Provide product education to customers from a knowledge of our photo and video products and how those interact with common devices.
- Act as a contact point for the discussion & resolution of customer issues, as required.
- Awareness of when & how to escalate an issue or customer complaint appropriately.

Key performance indicators:

- *Customer feedback received is positive about all aspects of the product/service provided.*
- *Customers are given full explanation about the range of products on offer & encouraged to purchase/increase purchases.*
- *Tours given are informative, clear & engaging.*
- *Atmosphere at sites is positive, welcoming & engaging for Crew & customers.*
- *Strong relationships with contractors, agents & customers are maintained & improved on.*
- *All customers experience consistent service across all sites, from all Crew.*
- *All S&M requests are completed in a timely, efficient manner.*
- *Customer issues are handled or resolved in a timely, efficient & satisfactory manner & handed to Managers, where required.*

Systems & Procedures

Responsibilities include:

- Adhere to standardised cash handling & balancing procedures.
- Demonstrate a comprehensive knowledge of business systems, policies, processes & tools.
- Develop a comprehensive understanding of all onsite task lists, manuals, policies & procedures.
- Ensure photo & video equipment is well cared for.
- Accurate & timely reporting of any ICT issues.
- Provide feedback on composition of photo & video products.
- Provide accurate & timely reporting on sales performance as requested by Heads of Department or Managers.

Key Performance Indicators:

- *Correct cash handling procedures are followed, tills consistently balance.*
- *Errors across procedures are minimised & rectified easily.*
- *Accurate & timely reports are created & provided to Managers.*

Administration, General & On-Call Duties

Responsibilities include:

- Attend & actively engage in departmental meetings as required.
- Proactively work through training levels within department manuals to achieve required knowledge level.
- Complete checklists of daily duties, as required, in each area.
- Clean and professional presentation of uniform with correct name badge at all times.
- Assist in training new crew, as required by supervisors & managers.
- Assist with harnessing for all our products, as required.
- Take responsibility for staying updated on all crew communications.

Key performance indicators:

- *All meetings are attended & participated in, actively.*
- *Always arrive in a fit state for work, including correct uniform and name badge*
- *Any duties allocated outside of typical tasks are completed in an accurate, timely & enthusiastic manner.*

Additional Responsibilities:

Crew may need to assist with the responsibilities of other roles, when required to enable business continuity. These could include Retail, Café, Cleaning & Groundskeeping or Transport duties.

Further details on the requirements of these roles can be found in the full position descriptions.

Professional Attributes:

Personal Attributes:

- Outgoing, bubbly & motivating personality.
- Able to undertake role in a positive, enthusiastic & energetic manner.
- Able to cope with fast paced environment and engage in multi-tasking as required.
- Able to maintain self-awareness in all aspects of customer interaction, including body language, tone of voice & behaviour.
- Able to engage in confident public speaking.
- Able to entertain, inform, direct & control groups of variable size & composition while maintaining a professional approach.
- Demonstrate an inviting & approachable personality.
- Strong focus on customer experience.
- Able to perform effectively both as part of a team & in isolation.
- Excellent verbal & written communication skills.
- Must be open to new ideas and demonstrate willingness to embrace change.
- Target focused & capable of making suggestions on how best to achieve these.
- Highly self-motivated & able to motivate others.
- Excellent general computer & systems knowledge.
- Ability to maintain a professional manner in all workplace interactions.
- Ability to problem solve in a timely manner.
- Demonstrate effective time management & planning ability.
- Flexibility with rostering.
- Able to tolerate stress & remain calm under pressure.
- Adopt company culture & values.

Preferred Attributes:

- Keen interest in photography & videography products & services.

Flexibility will be required in all roles & AJHBNZ expect all employees to get involved in tasks, when asked. We have done our best to outline the key components of this role but, as with any tourism related business, employees may be required to complete additional tasks on an ad-hoc basis, to ensure continued, smooth operation of business.

Employee Name:

Signed:

Date:

Manager Name:

Signed:

Date: