



## Position Description

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Job Title: Frontline Sales & Service Crew

Reports to: Site Controller

### Purpose of Role:

To be responsible for greeting & hosting customers at our sites & booking centres, informing them about our products whilst also driving & maximizing sales opportunities & enhancing the customer experience.

### Reporting Relationships:

Cross reporting will be a daily requirement for all AJHBNZ crew

### Working Relationships:

- Operational Crew
- S&M 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 Frontline tasks, manuals, systems & procedures
- Have full understanding of & adhere to all H&S policies, EAP's, SOP's & regulations
- Ensure accurate & timely reporting of all hazards, incidents, injuries & near misses
- 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
- Provides clear & comprehensive safety briefings to customers, when required

*Key performance indicators:*

- *Demonstrates responsibility for the overall safety of Crew & Visitors & 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*
- *H&S policies are followed; issues are reported & dealt with in a timely manner & SM is kept aware of any compliance irregularities*
- *Familiar with the requirements of HSWA, AJHBNZ H&S Policy statement, H&S Manual & Site is run as per these requirements*
- *Any accidents, incidents, near misses or injuries are reported accurately, in a timely manner & are reduced, consequently*
- *The site is maintained as best possible, resulting in reduced maintenance & repair work being required*
- *All PPE is worn correctly, maintained & cared for, as directed & repair/replacement reduced*
- *Any incidents that involve, or have potential to, harm are proactively investigated with action points implemented, as soon as practicable*
- *Ensures safety standards are maintained by checking 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*

**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 on site task lists, manuals, policies & procedures
- Provide accurate & timely reporting on sales performance as requested by Site 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 Site Managers*

**Sales**

*Responsibilities include:*

- Proactively promote & drive the sale of all AJHBNZ activities & products.
- Demonstrate a comprehensive understanding of AJHBNZ products

- 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 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 & 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
- Lead tours, when required
- 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 engaging & proactive customer service when filling a host shift, building a relationship with our customers & highlighting options around other product options, second activities & merchandise
- Proactively seek out & engage with AJHBNZ spectators to make them feel included in the experience & encouraged to upgrade
- Liaise with the S&M team to fulfill any famil, media or email requests
- Act as a contact point for the discussion & resolution of customer issues, when required
- Show 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, by 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*

#### Administration, General & On-Call Duties

##### *Responsibilities include:*

- Attend & actively engage in departmental meetings as required
- Accurate & timely reporting of any ICT issues
- Proactively work through training levels within department manuals to achieve required knowledge level
- Complete checklists of daily duties, as required, in each area
- 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*
- *All reporting & duties, across departments, are completed in an accurate & timely manner*
- *Any duties allocated outside of typical tasks, are completed in an accurate, timely & enthusiastic manner*

#### Professional Attributes:

##### **Personal Attributes:**

- Outgoing, bubbly & motivating personality
- Ability to undertake role in a positive, enthusiastic & energetic manner
- Clean & professional presentation of uniform including name-badge at all times
- Experienced multi-tasker able to cope with fast paced environment
- Ability to maintain self-awareness in all aspects of customer interaction, including body language, tone of voice & behaviour
- Ability to engage in confident public speaking
- Ability to entertain, inform, direct & control groups of variable size & composition while maintaining a professional approach
- Demonstrate an inviting & approachable personality
- Strong focus on customer service
- Able to perform effectively both as part of a team & in isolation
- Excellent verbal & written communication skills
- Must be open to new ideas, & demonstrate willingness to embrace change
- Target focused & capable of making suggestions on how best to achieve these
- Highly self-motivated & able to motivate others
- Accurate cash handling & balancing skills

- 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
- Ability to tolerate stress & remain calm under pressure
- Adopt company culture & values
- Demonstrate clear, concise, timely & appropriate communication for all interactions with customers & Crew (written, verbal & digital)

**Preferred Attributes:**

- Keen interest in retail sales & display

*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:**