



Position Description

Job Title: QBC Sales and Service Supervisor

Reports to: Sales and Service Head of Department

Location: Queenstown Bungy Centre

Purpose of Role

In communication with the Queenstown Sites Manager & Frontline Head of Department, the Sales & Service Supervisor is responsible for assisting with & overseeing daily operations of all areas of the Queenstown Bungy Centre, to ensure Crew are performing as expected, daily sales are maximised, operations are at full potential & customers & visitors are happy & safe. The Sales and Service Supervisor may act as the Site Controller, for any period required, fulfilling all responsibilities outlined in the Site Controller PD.

As SAS Supervisor for the QBC, there is an emphasis on sales expectations and as such, the role has responsibility for leading relationships with local agents, leading relationships with education & tour groups, and enhancing customer conversion within the daily QBC team.

Assisting with Customer Hosting, Retail and Cleaning duties as required.

Reporting Relationships:

Cross reporting will be a daily requirement for all AJHBNZ crew.

Functional Relationships:

- QT Sites Manager
- QT Business Development Mgr
- SAS Head of Department
- Site Leads
- Site Controllers
- Activity Controllers

Working Relationships:

- All onsite Crew
- H&S Officer
- HR Manager
- S&M Crew
- Contractors
- Customers
- Maintenance Crew
- Senior Management Team

Functional Reports:

- Daily SAS Crew
- Daily PSV Drivers

Key Accountabilities:

Health & Safety

Responsibilities include:

- Supervise safety of Site, Crew & Visitors, proactively mitigating & taking responsibility for any potential H&S hazards
- Participate in the development of a safe & healthy workplace
- Ensure that AJHBNZ H&S policies, EAPs, SOPs, procedures & regulations are adhered to at all times & that all hazards, incidents, injuries or near misses are reported, in a timely manner

- Complete any remedial actions, as required by the H&S Manager, to meet specific H&S compliance requirements
- Be competent in understanding how to action relevant roles within the Emergency Response Plan (ERP) & confident in your ability to do so
- Inspections of Site & Equipment are undertaken as required
- Communicate regularly with HOD regarding equipment & site inspection findings
- Ensure timely follow up on all hazards, incidents, injuries or near misses, contributing to post-incident investigations, where required
- Attend & contribute to regular department meetings that include a review of all current incidents, hazards & new H&S business

Key performance indicators:

- *The site is maintained as best possible, resulting in reduced maintenance & repair work being required*
- *H&S policies are being followed by all Crew, Customers & Contractors*
- *Relevant managers are kept aware of any compliance irregularities*
- *Accurate & timely reporting of H&S incidents, injuries, accidents & near misses is completed, resulting in reduced occurrences*
- *Demonstrates responsibility for maintaining the safety of Site, Crew, Visitors & equipment, always*
- *Confident & able to operate an ERP*

Crew Management & Leadership

Responsibilities include:

- Clean & professional presentation of personal & Crew uniform, including name-badge, always
- Monitor & supervise Crew levels daily
- Motivate the team to achieve sales targets and provide sales coaching as required
- Attend & participate in departmental meetings
- Actively participate in Crew training activities, taking a lead role
- Train Frontline SAS Crew in accordance with SOP's & EAP's
- Lead by example; encouraging teamwork & motivation across all departments & Crew
- Communicate effectively & appropriately with customers & Crew in all departments
- Demonstrate a commitment to team building, across all departments & Crew, and actively participate in team activities
- Demonstrate passion for the story of Bungy & AJ Hackett Bungy NZ
- Demonstrate the ability to give & follow written & verbal instructions
- Maximize the effective performance of the SAS environment that is under your control using regular positive feedback and constructive feedback where necessary as a tool

Key performance indicators:

- *All Crew & yourself have clean & professional presentation of uniform, including name badge, at all times & fit for work*
- *Crew levels & performance are supervised, issues dealt with, where possible & notified to HOD*
- *Sales targets are consistently met or surpassed*
- *Meetings & training are attended & participated in, in an enthusiastic & positive manner*
- *SAS Crew are trained to a high standard & perform duties in accordance with SOP's*
- *Crew training levels are completed on time, as directed by HOD or QSM*
- *Best practice is demonstrated by all SAS Crew. motivation is high & culture strong across all departments*
- *A supportive, communicative & open environment is developed across departments & strong relationships with Crew in all departments are formed & maintained*
- *Clear & correct instruction & information is provided to Crew & customers*

Customer Experience

Responsibilities include:

- Lead by example, ensuring customers & Crew receive an outstanding experience in all areas of the business
- Innovatively create & maintain an energetic, fun & professional atmosphere, daily
- Gather & monitor customer feedback & satisfaction levels
- Assist with & host site visitors, famil groups & media
- Demonstrate clear, concise & appropriate communication with customers & Crew always (written, verbal & electronic)
- Act as the contact point for the discussion & resolution of customer issues; know when to & be proactive in escalating issues to HOD
- Responsible for site presentation, through scheduled cleaning & initiation of any maintenance requirements
- Monitor bookings & trip times throughout the day, to aid smooth running of the sites
- Ensure you fully understand customer service expectations & deliver the best possible experience, that is both professional & appropriate, at all times.
- Proactively greet & engage with all site visitors
- Acknowledge all customers on arrival & endeavour to serve them in a timely manner
- Work as part of a team to deliver professional & appropriate customer service, in all situations
- 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
- Ensure yourself & all AJHBNZ activities are presented in a manner which best represents the company

Key performance indicators:

- *All customers receive high level of customer service & an outstanding, memorable experience*
- *Site & Crew are presented daily in a fun, professional & energetic manner*
- *Customer feedback received is positive about all aspects of the product/service received & areas of opportunity recognised & actioned, appropriately*
- *Site visitors, famil groups & media are hosted in a positive manner that encourages them to sell, promote & speak positively about the AJ Hackett Bungy experience*
- *Crew & customers receive appropriate communication, where required, following up on feedback issues*
- *Customer issues will be resolved to a win/win outcome, if possible, or escalated to a manager, where required*
- *The site will always be presented in a clean & professional state, including the exterior*
- *Any maintenance requirements will be logged and followed-up as appropriate*
- *The balance between customer experience & operational capacity is maintained*
- *Customers are given full explanation about the range of products on offer & encouraged to purchase/increase purchases*
- *The atmosphere onsite is positive, welcoming & engaging for Crew & customers*
- *All S&M requests are completed in a timely, efficient manner*

Agent & Group Relationships

Responsibilities include:

- Act as primary point-of-contact for handling key Queenstown agents, including Happy Travels, Queenstown i_SITE, NZONE and Skyline
- Act as primary point-of-contact for dealing with Education and Tour groups visiting QBC
- Work with the BDM to conduct regular in-person visits & product training sessions
- Work with the BDM to communicate relevant updates, such as promotional activity or product launches

- Provide feedback to the BDM on local agent performance and growth opportunities
- Ensure engaging presentations are delivered using onsite facilities
- Promote multi-activity packages and student pricing

Key performance indicators:

- *Strong relationships with agents & customers are maintained and improved on*
- *Agents are always up to date with AJHB products, pricing and promotions*
- *Timely reporting is provided to the Queenstown Business Development Manager*
- *QBC crew are capable of delivering high-quality presentations to any group*
- *Education and Group revenue deliver or surpass budget expectations*

Financial & Sales Performance

Responsibilities include:

- Proactively promote & drive the daily sale of all AJHB products
- Demonstrate a comprehensive understanding of all AJHB products
- Provide sales coaching to Crew, to help maximise walk-in conversions and ensure QBC revenue targets are regularly achieved
- Follow internal controls to best manage all financial transactions in line with SOPs
- Train Crew to ensure accurate cash handling, balancing, cash movement & security of all monetary assets
- Supervise daily Crew levels
- Ensure any onsite sales collateral is up-to-date and fit for purpose

Key performance indicators:

- *Crew are educated on current sales techniques, and given the tools to ensure onsite sales are maximised & revenue targets consistently achieved*
- *Sales targets are met & surpassed on a consistent basis*
- *All transactions are completed in accordance with SOPs*
- *Banking will be accurate; floats will be balanced daily & in accordance with SOPs*
- *Daily Crew levels are monitored & at appropriate levels, in relation to business levels*
- *All stock will be ordered in a timely manner & in alignment with budget guidelines*
- *All information provided to customers is correct, relevant & current*

Systems & Procedures

Responsibilities include:

- Proactively involved in ensuring that all relevant site SOPs are up to date & adhered to
- Communicate with appropriate Manager/Supervisor to ensure smooth running of ICT systems (telephone, POS, radio, reservations)
- Demonstrate a comprehensive understanding of all site tasks, manuals, SOPs & systems & ability to explain them to other crew
- Site task training manuals are present, complete & current

Key performance indicators:

- *Current SOPs are available to & adhered by all Crew*
- *Systems are monitored & issues communicated to minimize any loss of business*
- *Disaster recovery protocols are implemented to efficiently maintain operational status*
- *Regularly review, train Crew on & update site tasks*
- *All site task training manuals, master time sheets & other records will be current, regularly reviewed & available to Crew*
- *Crew records & administrative tasks are current, accurate & easily accessible*

Human Resources

Responsibilities include:

- Complete on-site Inductions for all Crew, Visitors & Contractors
- HR functions will be performed in the following areas; training, performance, reviews, minor discipline & recognition with basic understanding of legal requirements
- Deliver Crew meetings/briefings/debriefs including issues, concerns & positive feedback
- Crew records & administrative tasks are accurate & up to date

Key performance indicators:

- *All Crew, Visitors & Contractors are inducted fully, to appropriate level, to site & this is recorded, on completion*
- *Crew will be interviewed, on a documented training plan, receive regular performance reviews, discipline, & given recognition, as required*
- *Crew are kept well informed on current business. Meetings are conducted with set agenda items, minutes recorded & relevant feedback provided to HOD*
- *Daily Crew levels ensure a balance of skills across the team, to deliver high levels of customer experience, safety & to maintain efficient operation*

Site Asset & Facility Performance

Responsibilities include:

- Ensure all company assets are maintained & in good working order
- In the absence of the HOD or QSM, ensure that preventative maintenance is carried out by sub-contractors, as scheduled, to ensure smooth running of the business

Key performance indicators:

- *Proactive & timely asset replacement, when required & within budgeted guidelines*
- *Preventative maintenance carried out will be recorded & QSM informed, or another Manager from the Senior Management team informed of any actions taken*

Reporting

Responsibilities include:

- Ensure daily stats are completed accurately
- Provide periodic reports on sales performance, as requested by BDM or QSM
- Report on abnormal occurrence or any deviation of SOPs resulting in loss of process, or potential business opportunity

Key performance indicators:

- *Consistent delivery of daily, weekly, monthly reports*
- *All records/reports are created accurately & in a timely manner*
- *H&S or maintenance issues are reported in a timely manner*

Professional Attributes

Personal

- Strong professional manner & communication skills
- Outgoing, bubbly & motivating personality
- Ability to undertake role in a positive, enthusiastic & energetic manner
- Experienced multi-tasker able to cope with fast paced environment
- Ability to engage in confident public speaking

- Ability to maintain self-awareness in all aspects of customer interaction, including body language, tone of voice & behaviour
- 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 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
- 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
- Demonstrate clear, concise, timely & appropriate communication for all interactions with customers & crew (written, verbal & digital)
- Organised & orderly
- Polite & friendly during crew & customer interactions
- Proactive in work duties

Leadership

- Understand & leading by example, promote company brand, values & culture
- Able to manage pressure & stress in an effective manner
- Ability to lead & motivate a team
- Demonstrate fairness & objectivity in all crew & customer interactions
- Strong communication skills
- Ability to problem-solve in a timely manner
- Address any crew conflict in a timely manner

Management

- Able to work within financial budgets & timelines
- Demonstrate effective time management, planning ability & willingness to delegate, appropriately

Preferred

- Comprehensive First Aid
- Full NZ Driver's Licence, willingness to attain P Licence, if necessary
- Understanding of relevant HR procedures, practices & legislative requirements
- Knowledge of NZS/AS 5848
- General computer knowledge & clerical ability

Flexibility will be required in all roles & AJHBNZ expects 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: