Position Description

Job Title: Reservations Crew

Reports to: Reservations Supervisor

Location: Bungy HQ, Queenstown

Purpose of Role:

To respond to incoming calls and chats from customers in a professional, friendly, and timely manner. Focused on providing exceptional customer service, you will answer questions, provide information, make bookings, resolve enquiries, and help settle complaints. Following up on missed calls or chats will also play a large part of your role.

With comprehensive knowledge of all AJHBNZ experiences and deals, your primary function will be taking and processing customer bookings.

You will take responsibility for dealing with unhappy customers and handling complaints – often in conjunction with the Reservations Supervisor.

As a member of sales and marketing, you will support the wider team with varied tasks, including but not limited to provision of gift vouchers and daily reservations reporting.

Reporting Relationships:

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

Functional relationships:

Operations Manager
Accounts Team
Health & Safety Manager
HR Manager

Working relationships:

Reservations Supervisor and Crew
Sales & Marketing Team
Site Supervisors
Frontline, Operational and Transport Crew
P&V Crew

Key Accountabilities:

Health & Safety

Responsibilities include:

- Participate in the development of a safe & healthy workplace
- Have full understanding of & adhere to all H&S policies, ERP's, SOP's, procedures & regulations
- Ensure AJHBNZ H&S policies are adhered to, including the timely reporting & follow up on all hazards, incidents, injuries or near misses; contributing to post-incident investigations, where required
- Ensure safety of all Cafe Crew, Contractors, Visitors & Equipment; proactively mitigating & taking responsibility for any potential H&S issues
- Complete any remedial actions, as required by the H&S Manager, to meet specific H&S compliance requirements
- Maintain all areas of site in a clean, safe & presentable manner

Key performance indicators:

- *Demonstrates responsibility for the overall safety of Site, Crew, visitors & equipment & registers hazards as they arise*
- *H&S policies are followed; issues are reported & dealt with in a timely manner*
- *Familiar with the requirements of AJHBNZ H&S Policy statement*
- *Any accidents, incidents, near misses or injuries are reported accurately, in a timely manner & are reduced, consequently. Any incidents that involve, or have potential to, harm are proactively investigated with action points implemented, as soon as practicable*

Sales

Responsibilities include:

- Meet or exceeds reservations sales budgets and strategic objectives
- Proactively promote & drive the sale of all AJHBNZ experiences
- Recognise opportunities to upsell AJHBNZ experiences
- Ensure accuracy of all bookings
- Demonstrate a comprehensive knowledge of all sales and marketing tactical initiatives
- Demonstrate a comprehensive knowledge of the IBIS POS system, ensuring accurate bookings are made for all sites
- Demonstrate passion for the story of Bungy and AJ Hackett Bungy NZ
- Reroute inbound enquiries to appropriate resources

Key performance indicators:

- *Sales budgets are met or exceeded*
- *Average order value is maximised*
- *Bookings are inputted correctly into IBIS*
- *Errors are minimised & rectified in a timely manner, where necessary*
- *All information provided to customers is correct, relevant & current*
- *Brand values are reflected in behaviour and communication is in keeping with our brand identity*
- *Rerouting of calls are accurate and carried out in a professional and timely manner*

Service

Responsibilities include:

- Respond to all customer enquiries, accurately, professionally, timely and in a friendly manner
- Proactively assess, clarifies, & validates customer needs on an ongoing basis
- Exceeds customer expectations through provision of customer service excellence
- Identify and resolve issues that customers might be struggling with
- Evaluate problems and complaints of customers and provide proper solutions to them – in collaboration with Reservations Supervisor
- Demonstrate a comprehensive understanding of all AJHBNZ experiences
- Assist in the creation of an energetic & fun workplace atmosphere

Key performance indicators:

- *Customer feedback for the Reservations Team is positive and reflects the aspirations of a high-performing team*
- *Customers are given full explanation about the range of products on offer & encouraged to purchase/increase purchases*
- *Atmosphere of reservations is positive, welcoming & engaging for Crew & customers*
- *All customers experience consistent service across all of reservations*
- *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

Key Performance Indicators:
- *Correct cash handling procedures are followed, tills consistently balance*
- *Errors across procedures are minimised & rectified easily*

Administration & General

Responsibilities include:
- Attend & actively engage in departmental meetings as required
- Accurate & timely reporting of any ICT issues
- Take responsibility for staying updated on all crew communications
- Performs all duties and responsibilities in a timely and efficient manner in accordance with company policies and procedures
- Maintain a favourable working relationship with all AJHBNZ Crew to foster and promote a cooperative and harmonious working environment
- Ensure adherence to policies for attendance and established procedures
- Keep Reservations Supervisor informed on issues and problems
- Assist with provision of AJHBNZ gift vouchers
- Conduct any additional duties, as required by the Reservations Supervisor or other members of Senior Management

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*
- *All gift voucher requests are fulfilled accurately and in a timely manner*

Reporting

Responsibilities include:
- Provide accurate & timely reservations reports
- Carry out analysis & produce reports on an 'as & when' required basis.

Key performance indicators:
- *Accurate reports are delivered consistently & on time.*
- *Supporting summary outlines report findings.*

Professional Attributes:

Personal Attributes:

- Exceptional communication skills – verbal and written
- Excellent problem-solving abilities
- Has an emphatic nature and is a good listener
- Desire for continuous improvement of themselves
- Is well organised and disciplined
- Easy going and approachable to help build rapport with customers and team members
- Easily multi-tasks to help drive efficiency
- Outgoing & motivating personality
- Ability to undertake role in a positive, enthusiastic & energetic manner
- Clean & professional presentation of uniform

- Ability to maintain self-awareness in all aspects of customer interaction, including body language, tone of voice & behaviour
- Demonstrate an inviting & approachable personality
- Strong focus on customer service
- Able to perform effectively both as part of a team & in isolation
- 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
- Demonstrate effective time management & planning ability
- Ability to tolerate stress & remain calm under pressure
- Adopts company culture & values
- Demonstrate clear, concise, timely & appropriate communication for all interactions with customers & Crew (written, verbal & digital)

Preferred Attributes:

- Customer-centric with drive to deliver exception customer service

Flexibility will be required in all roles & AJHB 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: