

Position Description



Title:	Inside Sales and Reservations Manager	Reports to:	CEO
Team:	Inside Sales and Reservations	Type:	Full Time
Location:	Head Office – Surry Hills	Position Description completed:	April 2021

Primary Purpose of the Role

The Head of Expedition Sales and Reservations is responsible for leading a team of Inside Sales and Reservation Consultants, focusing on maximizing all sales opportunities in relation to Expedition and Extension services. From pre-booking prospects through to returning customers, this role is focused on driving exceptional customer service, sharp conversion strategies and problem solving barriers to sales, whilst maintaining an engaged and enthusiastic inside sales and reservations team.

As part of the Leadership Team, this position will also play a key role in providing input into strategic business growth and improvement decisions and collaborating with key stakeholders via various reports, insight, and intuition.

Key Accountabilities

- Lead, manage, coach, develop, train and motivate a team of Expedition Inside Sales & Reservations staff.
- Create and maintain a high level of engagement and enthusiasm within the team ensuring all individuals are high performing and meeting agreed KPI's.
- Ensure the Expedition Inside Sales and Reservations team works efficiently and effectively to ensure an exceptional customer experience both pre and post-voyage, including a seamless transition of initial bookings from the Inside Sales to Expedition Reservations.
- Support the Expedition Inside Sales and Reservations team to ensure quality control and time management is maintained appropriately at both the individual consultant and team levels.
- Monitor and manage customer feedback processes, including appropriate resolution or response to specific issues and/or escalation of problems pre and/or post-voyage. Working with the CFO, authorise refunds where applicable.
- Manage the Expedition Inside Sales and Reservations budget and provide relevant updates to the CEO and CFO.
- Drive the development of Expedition Inside Sales and Reservations strategies, policy and process.
- Implement Expedition Inside Sales and Reservations strategies to ensure sales objectives are achieved and aligned with organisational goals.
- Collaborate effectively with other departments within Aurora Expeditions, in particular sales and marketing personnel to ensure alignment with overall sales and marketing goals objectives.

Position Description



- Manage the Aurora Expeditions Emergency Phone dedicated to passengers travelling on upcoming voyages. Collaborate with key stakeholders and provide timely solutions to overcome problems relating to travel disruptions.
- Actively participate and/or assist in the development and/or implementation of new technologies and systems relevant to the Expedition Inside Sales and Reservations functions, as required.
- Create and manage professional development and succession plans within the Expedition Inside Sales and Reservations team.
- Maintain relevant and up-to-date knowledge on Aurora Expeditions' product offerings.
- Participate and/or assist as necessary in out-of-hours work functions.
- Work with a 'continuous improvement' mindset: actively seek and implement process improvements.

Key Challenges

- Ability to understand how the department's day-to-day operations mesh with the organisation's broad strategic goals. Having an understanding on how to best equip the department for the opportunities and challenges that are likely to emerge down the track. Ability to manage the day-to-day tasks and put out fires while at the same time strategically lay the groundwork for future success.
- To possess key skills and experiences including being a technology and metrics whiz, have exceptional people skills, and be a strategic planner who can implement effective business processes.
- Ability to produce exceptional sales results and effectively manage people across various time zones.
- Aspects of this role requires effective communication and liaison with operations and field-based staff, agents, and suppliers across multiple time zones. At times, this may entail out-of-hours work (e.g., if there is an unforeseen delay in the ship schedule).
- To keep up to date with call centre technology, particularly with regards to new, upgraded, and emerging applications and solutions.

Position Description



Capabilities for the Role

Capability	
Communication	Exceptional written and verbal communication skills through various channels, both local and remote. Ability to communicate what is necessary in a way that fosters mutual understanding and sets team members on the right path.
Collaboration	Drives cross departmental collaboration at all levels of the organisation. Adaptable and flexible. Willing to take on tasks outside key responsibilities.
Problem Solving	Looks for and implements solutions to complex problems and coaches others to do the same. Analytical and decision-making skills with a proactive attitude towards continuous improvement.
People Management	Combine a hands-on attitude with skills in coaching, motivating, and leading people in a fast-paced environment. The ability to set out performance benchmarks and provide the required mentoring to ensure team members achieve – and ideally exceed – their goals.
Relationship Management	Ability to effectively engage and bring people along the journey. Exceptional customer service, rapport, and relationship-building skills, with the ability to liaise with a wide variety of customers.
Strategy	Strong strategic mindset with excellent business/commercial acumen and a results driven focus.
Leadership	Strong leadership skills and an inspiring people motivator with a high work ethic and a demonstrated strong value set.

Position Description



Experience and Qualifications

Essential

- Tertiary qualifications in Business, Tourism and/or 5+ years' experience in a similar management role.
- Experience in managing financial, operational, personnel issues of a department.
- 5+ year's team management experience at a senior level
- Strong experience of complaints resolution and overcoming objections.
- Sound knowledge of travel agency practices, processes, and technology.
- Knowledge and experience in dealing with local and overseas tour operators.
- Solid product knowledge of international destinations, including experience with South American and/or European destinations.
- Working knowledge of relevant tools and technologies, including but not limited to Reservation Booking and CRM systems.

Desirable

- Expert knowledge of Microsoft Office 365 and Salesforce platforms.
- Previous experience in adventure and/or ship-based travel sector.
- Previous experience in Polar Expedition or adventure travel
- Experience working on group and/or charter bookings.

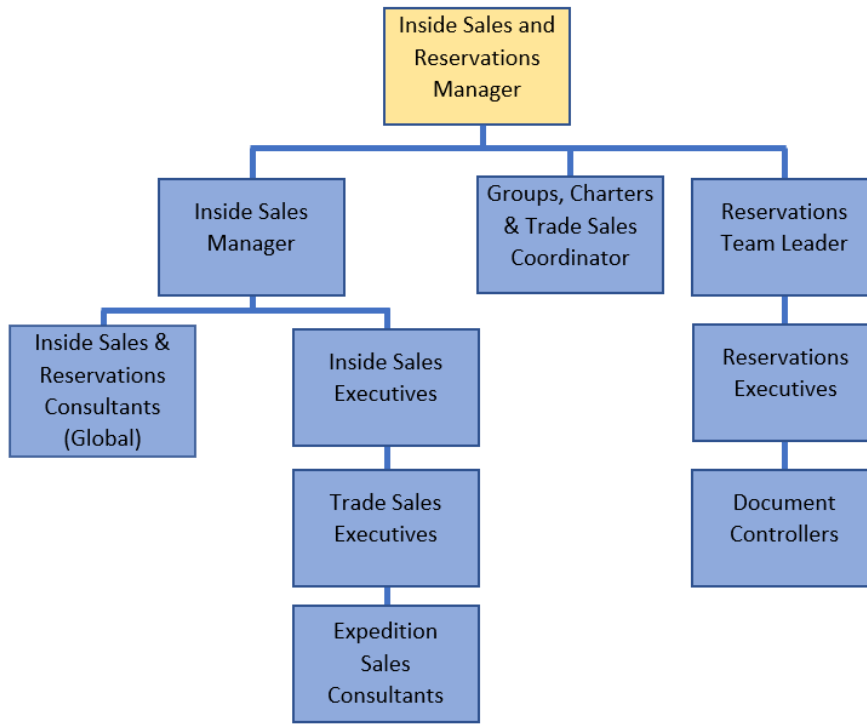
Key Relationships

Who	Why
Internal	
CEO	Direct report
CFO	Key stakeholder for budgeting, pricing, and refund decisions.
IT and Systems	Implementation and integration of systems and technology
Sales	Work closely with global sales teams and consultants to ensure 24/7 coverage of phone system.
Expedition Team Management	Travel management of Expedition Team contractors, customer experience requests.
Marketing	Feedback, insight, and reporting of marketing initiatives
Product	Destination training, feedback, and development of products
Operations	Emergency Phone collaboration
External	
Travel Agencies	Support our Agency partners in booking processes and practices
Direct Consumers	Interact with our direct consumers during events and through various channels
System Providers	Work with reservation and phone system providers to ensure all aspects are being effectively utilised and system capabilities maximised.

Position Description



Direct Reporting Structure



Authored By:	Carolyn Wiseman	Date:	April 2021
Approved By:		Date:	
Last Updated By:		Date/Time:	