

Position Description



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

Primary Purpose of the Role

An Expedition Sales Consultant is responsible for nurturing customer relationships, building rapport and converting sales enquiries and leads into successful booking outcomes. The Expedition Sales Consultant is a flexible role which also advises guests on arrangements relating to travel and reservations. Delivering a superior customer service experience ensuring customer retention, applying effective sales techniques, and maintaining a comprehensive, current product knowledge is key to being a success in this role.

Key Accountabilities

- Manage the travel arrangements of allocated departures for Aurora Expeditions' customers, dealing with a wide variety of travel requirements and itineraries.
- Liaise with customers and process travel arrangements with care, accuracy and within specified time frames.
- Use product knowledge to 'up sell' and 'switch sell' to ensure maximum customer satisfaction and profit; and to ensure a "complete" experience for the guest.
- Liaise effectively with agents and suppliers to ensure itineraries, bookings, invoices, and receipts, are managed and/or shared appropriately.
- Ensure all forms are completed and received in a timely manner. This may require follow up with agents and/or passengers.
- Ensure all payments are received, processed and receipted in a timely and accurate manner. This may require follow-up with agents and/or passengers.
- Ensure administrative tasks associated with travel arrangements are completed in a timely and accurate manner, including but not limited to hotel rooming lists, passenger and luggage transfer lists, turnaround day activities and logistics, reports/summaries for the ship, etc.
- Maintain relevant and up-to-date knowledge on Aurora Expeditions' product offerings.
- Ensure the company philosophy and image are reflected in sales activities.
- Act as the first point of contact for sales enquiries.
- Actively manage the complete booking process for sales, including but not limited to the following:
 - answer sales queries via various channels (including but not limited to phone, email and chat);
 - follow-up sales leads;
 - hold options for prospective bookings;
 - follow-up options and convert to bookings;

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- process bookings/forms; and
- issue confirmation letters, invoices, insurance, and other documentation as required.
- Maximise opportunities to sell pre and post voyage experiences to customers.
- Participate and/or assist as necessary in out-of-hours work functions.
- Organise travel arrangements for guests in emergency situations at times that may fall outside of the usual working hours, as required.
- Work with a 'continuous improvement' mindset: actively seek and implement process improvements.

Key Challenges

- Flexibility to work effectively undertaking both sales and reservations responsibilities.
- 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).

Capabilities for the Role

Capability	
Communication	Superior interpersonal and exceptional written and verbal communication skills. Exceptional attention to detail and accuracy in written communications.
Problem Solving	An open mind, lots of curiosity and the ability to problem solve. Looks for and implements solutions to complex challenges. Analytical skills, with a proactive and positive attitude
Time Management	Ability to manage multiple tasks and prioritise efficiently.
Relationship Management	Great listening skills and team focused. Exceptional customer service skills, with the ability to build rapport with all parties.
Adaptability	Adaptable and flexible with the ability to thrive in a fast-paced environment with lots of variety. Willing to take on tasks outside the key responsibilities, as required.

Experience and Qualifications

Essential

- 3+ years' experience in retail and/or wholesale travel sales/consultancy.
- Solid airfare experience with the ability to book complex international itineraries.
- Knowledge and experience in dealing with overseas tour operators.
- Ability to understand and develop quotes involving multiple foreign currencies.
- Thorough understanding of travel insurance products, and the legal and statutory requirements of being an insurance provider.
- Exceptional aptitude for sales with proven success in meeting agreed KPI's.
- Solid product knowledge of international destinations, specifically those being offered by Aurora Expeditions.

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- Expert knowledge of MS Office.
- Working knowledge of relevant tools and technologies, including but not limited to Reservation Booking and CRM systems.
- Working knowledge of relevant tools and technologies, including but not limited to GDS and Salesforce.
- Appreciation and respect of natural and cultural environments

Desirable

- Previous experience and knowledge of adventure/expedition travel to Polar destinations.
- Experience working on group bookings.

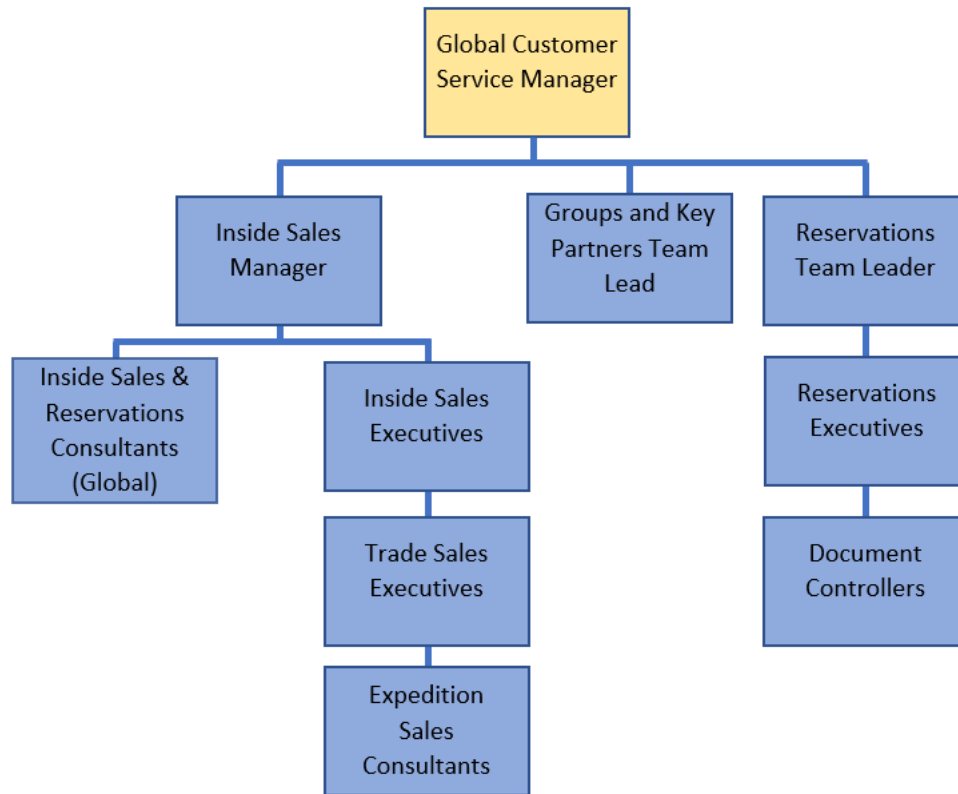
Key Relationships

Who	Why
Internal	
Global Customer Services Manager	Direct report
Inside Sales Team	Foster a positive team culture with colleagues
Sales Team	Work closely with APAC and Global BDM's and Sales Directors to achieve common goals.
Marketing	Customer feedback, market intelligence and intuition.
IT and Systems	Systems feedback, improvement ideas and participating in development programs.
Expedition Team/management	Attending training sessions, liaising with ship-based expedition team and CMI staff on customer requests, liaise with Expedition Team Management on customer booking enquiries.
Product	Attending product training sessions and providing customer feedback.
External	
Customer	Liaising with your direct customer or trade partner on booking enquiries and queries.
Supplier	Attending training sessions and understanding product offering.

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Direct Reporting Structure



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