



Date Updated: 14th August 2008

### JOB DESCRIPTION

**POSITION:** Intrepid Travel Specialist  
**NAME:**  
**DEPARTMENT:** Retail  
**REPORTING TO:** Store Manager  
**DIRECT REPORTS:** Nil  
**LOCATION:**

**POSITION PURPOSE:**

The Travel Specialist works within the Store team to provide outstanding customer service including information on Intrepid product and travel destinations, to promote the Intrepid Brand and create sales.

Accountabilities	Measure
Provide Customers information on Product & destinations	Customer feedback ratings
Achieve annual passenger number targets	No. of passengers booked
Achieve annual and monthly budgeted \$ sales turnover	Sales targets
Achieve annual and monthly budgeted \$ Insurance sales	Sales targets
Maintaining Customer database	No. of new records per month
Events organisation and presentation	Sales per event New records on data base
Store Administration	Completion of tasks

**KEY ACTIVITIES TO DELIVER ACCOUNTABILITIES**

Accountabilities	Key Activities
Provide Customers information on Product & destinations	<ul style="list-style-type: none"> <li>Meet service standards as described in Store Operations Manual</li> <li>Maintain up to date Product knowledge</li> <li>Service all customers promptly providing relevant information and assistance with booking trips</li> </ul>
Achieve annual budgeted \$ sales turnover for Store	<ul style="list-style-type: none"> <li>Make necessary reservations on Intrepid group and independent trips and forward invoices</li> <li>Confirmations are followed up if response not received the next day</li> <li>Payment allocation - Prepare and forward updated invoices after deposits/full payments have been paid</li> <li>Prepare and dispatch documents for fully paid bookings via email</li> <li>Expired options &amp; Late Payments reviewed daily</li> <li>Handle calls, and process all details for the booking including airfares and insurance</li> <li>Apply Intrepid Selling Skills/Standards</li> </ul>
Achieve annual budgeted \$ Airfares sales for Store	<ul style="list-style-type: none"> <li>Offer airfare quotes on all bookings</li> <li>Advise of Intrepid package deals</li> </ul>
Achieve annual budgeted \$ Insurance sales for Store	<ul style="list-style-type: none"> <li>Offer insurance on all bookings</li> </ul>
Maintaining Customer database	<ul style="list-style-type: none"> <li>Obtain listing of potential and current customers wherever possible; regularly review and update database (mailing list)</li> </ul>
Events organisation and presentation	<ul style="list-style-type: none"> <li>Attend and present at promotional events, providing customers with relevant information and assistance with booking trips</li> </ul>
Store Administration	<ul style="list-style-type: none"> <li>Carry out tasks as delegated by Store Manager - Housekeeping, cleaning, cash handling, computer systems maintenance and back-up, ordering supplies, paying accounts, monitoring functioning of equipment (multi-media, IT) and report issues ASAP</li> <li>Visual merchandising – create and set up displays according to Design guidelines</li> </ul>

**QUALIFICATIONS AND EXPERIENCE**

Experience within the retail travel industry

Personal and/or professional travel experience to Intrepid destinations (Asia, Middle East, Europe, Latin America, Australasia)

Experience working with computer booking systems – Sabre and/or Galileo advantageous

Travel industry qualifications advantageous

**OTHER SKILLS AND ATTRIBUTES**

Passion for travel in the Intrepid style

Outstanding customer service ability

Sound organisational skills and attention to detail

Excellent verbal and written communication skills

An understanding of and belief in Intrepid's Responsible Travel philosophy

Friendly and flexible team player

Responsible and reliable

**OTHER REQUIREMENTS**

To attend monthly store meetings outside trading hours

To work flexible hours and shifts as required