

# KiwiRail | Position Description

## Sales & Service Consultant Great Journeys of New Zealand

### **Purpose:**

- The role of Sales & Service Consultant will assist in providing customers onboard a Scenic Journeys service with a travel experience that meets and exceeds their expectations and in turn generates delight and creates a reputation for service quality, care and commitment. Particular emphasis on interaction with those customers travelling on the Scenic Plus Service.
- This role will ensure the consistent delivery of a high level of customer service in a professional and friendly manner, whilst ensuring safety requirements and customer service standards are observed.
- To undertake all aspects of the booking process for all retail, wholesale, group customers and their agents both in New Zealand and Internationally to agreed KPIs.
- Pro- actively promote; up sell and assist customers with their enquiries as they seek trip advice
- Notify all effected customers of disruptions and where appropriate, arrange compensation as directed

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to “walk the safety talk”

### **Dimensions:**

**Reports to:** Travel Centre Manager  
**Location:** Christchurch  
**Internal Contacts:** GJNZ Customer Care Team  
Scenic Trains Operations team  
Sales and marketing team (Scenic Trains)  
OSM  
TM  
Onboard staff and Operations Team  
  
**External Contacts:** Passengers  
Wholesale Companies  
Retail Agents  
Retail Customers  
RMTU

## **Key Accountabilities**

### **Customer Service**

- Ensure customer service standards are achieved to a high standard
- Manage and resolve customer issues in a structured and pro-active fashion so that customer complaints trend downwards.
- Report all potential issues which could affect customers or the business to the relevant department.
- Ensures all customer enquiries and handled efficiently.
- Take part in service training to ensure product and system knowledge are up to date
- Adheres to uniform standards and take pride in personal presentation
- Maintain passenger comfort and care at all times from first point of contact up to departure from the service
- Participates in team meetings and company updates and presents ideas and feedback and business improvements.

### **Operational Performance**

- Maintain a high-level product knowledge in order to disseminate relevant and timely information to customer when assisting and recommending trip itineraries.
- Respond to and process all enquiries, including booking enquires, ensuring accurate and timely information is conveyed and compliance with documented audit and service standard is met.
- Communicate all timetable changes; email and process booking changes, refund or letters of credit to customers in compliance with documented audit and service standards-paramount, to ensure minimal inconvenience to customers.
- Issue bookings in accordance with sales and pricing policies.
- Provides an efficient check in process for all passengers at Christchurch Railway Station as required.
- Ensure seat planning on board all scenic trains (CP/TA/NE)
- Daily reconciliation and banking of all cash and eftpos transactions including onboard sales.
- Over counter sales for Scenic journeys trains, Interislander and intercity.
- Waybill reconciliation and reports.

### **Sales**

- To ensure annual passenger and revenue targets are met or exceeded by Processing and responding to retail; wholesale enquiries and booking requests in accordance with documented service standards

### **Zero Harm**

- Complies with all rail safety system standards, codes, procedures and statutory requirements within area of responsibility
- Identifies and reports accidents, incidents and safety or environmental hazards within work area to immediate manager
- Promotes zero harm and identifies non-zero harm behaviors to ensure full team engagement
- Adheres to KiwiRail's health and safety requirements and takes responsibility for maintaining a proactive approach regarding both personal wellbeing and that of fellow employees, associated customers, sub-contractors and members of the public
- Promotes a clean and tidy workplace to prevent falls, trips and manual handling

|          |
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| injuries |
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## **Person Profile**

| Essential:                                                                                                                                                                                                                                                                                    | Desirable:                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• A track record of delivering a high level of customer service ideally in front line role.</li><li>• Sales skills</li><li>• Knowledge of NZ key tourism destinations and visitors' activities</li><li>• Excellent written and verbal English</li></ul> | <ul style="list-style-type: none"><li>• Experience with computers And reservation systems</li><li>• Travel/ Tourism industry Knowledge and skills</li><li>• Multi Lingual</li></ul> |

## **Education:**

| Essential:                                                             | Desirable:                                                                                 |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Minimum NCEA level 3</li></ul> | <ul style="list-style-type: none"><li>• Recognised travel industry qualification</li></ul> |