



CASUAL RESERVATIONS CUSTOMER SERVICE CONSULTANT

We currently have a number of casual positions available for Reservations Customer Service Consultant based in our Newcastle office.

The successful applicants will be responsible for

- Receiving inbound telephone calls, web and email requests from customers in relation to enquiries and/or bookings for all of Scenic Cruising, Evergreen & ScenicTours' product range;
- Accurately identify customer requirements;
- Offering solutions which maximise Scenic and Evergreen product sales but match customer needs;
- Produce air/land quotations and booking advices accurately and in a timely manner;
- The execution of all booking procedures in a timely and accurate manner.

A six week full time intensive training program will be provided and then employees will be required to work as rostered anywhere between 20 – 38 hours per week across five days and some Saturday are available as well. During peak season full time hours will be available.

Scenic Tours offers opportunities to access travel industry benefits; provides a supportive management and a positive working environment. Scenic Tours is a dynamic company with a great culture and a drive for success

Please send a cover letter and resume to: employment@scenictours.com

A copy of the position description follows.



The Ultimate Touring Experience

**POSITION DESCRIPTION
CUSTOMER SERVICE CONSULTANT**

Date	October 2012
Company	Scenic & Evergreen Tours
Department	Customer Service Centre
Job Title	Customer Services Consultant
Reports to	Team Manager and takes direction from Senior Consultants
Role Objective	To achieve sales of Scenic & Evergreen products by taking responsibility for handling enquiries, booking and amending reservations of Scenic Cruising, Evergreen and Scenic Tours' core products for travel agents and direct consumers and by providing 5 star service to external and internal customers who contact Scenic's Customer Service Centre (CSC).
Tasks	<ul style="list-style-type: none"> • Receive inbound telephone calls, web and email requests from customers in relation to enquiries and/or bookings of Scenic Cruising, Evergreen & ScenicTours' product range. • Accurately identify customer requirements. • Offer solutions which maximise Scenic and Evergreen product sales but match customer needs. • Produce air/land quotations and booking advices accurately and in a timely manner. • Achieve firm bookings early in the enquiry process. • Accurately document all discussions with customers to ensure a complete booking history can be understood and used by CSC, Sales & Operation teams • Assist & educate team members and travel agents by sharing knowledge. • Execute all booking procedures in a timely and accurate manner. • Undertake HK, documentation and quality review activities for tour programs. • Make suggestions and give feedback • May be required to participate in emergency phone roster. • May be asked to specialize in Inbound, Flights, Quality Assurance or Documentation tasks. • Understanding and compliance of all Scenic and Evergreen Tours policies and procedures • To participate in team meetings and training sessions • To participate in company annual performance reviews
Key Relationships	<ul style="list-style-type: none"> • Senior Consultants • Team Managers • Customer Service team members • External customers including travel agents & direct consumers • Operations team • Finance team • IT team • Sales team

Key Result Areas	<ul style="list-style-type: none"> • Customer service/satisfaction and drive for excellence • Sales Ability/Persuasiveness/Negotiation • Product Knowledge • Problem solving and ability to reach a logical decision (judgement) • Systems Skills • Apply knowledge of Scenic & Evergreen Tours to role responsibilities • Plan and organise for results • Contribute to and support the customer service team • Participate in and adapt to change • Manage own performance and take ownership of customer issues. • Find, assess and use information related to your role/responsibilities • Develop understanding of and efficient use of equipment • Ability to think outside the square
Required Skills/Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Use customer service and selling skills to seek customer commitment to buy and close the sale. • Demonstrated ability to learn new products, maintain product knowledge and assimilate new job related information (Practical Learning) • Maintain competence in Scenic's Domestic or International products; • Active listening and questioning skills. • Experience in a customer service environment • Advanced verbal and written communication skills, including the ability to portray an articulate, professional image to a broad range of customers • Sound Computer skills • Ability to understand the context in which Scenic & Evergreen Tours operates and a demonstrated willingness to contribute to the development of company goals • Ability to contribute positively in a team environment; strong team player. • Strong sense of initiative and be able to set priorities, make decisions, take appropriate action and operate with minimal guidance or supervision. • Accuracy and attention to detail while working under pressure. • An ability and willingness to work towards company goals and values whilst exhibiting honesty, integrity and fairness <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of SQL based Systems and Call Centre toolsets. • Call centre experience in travel related industry • Certificate 3 in a tourism related field from an accredited training provider. • Aptitude for identifying sales opportunities • Self motivated and achievement orientated • Strong focus on internal and external customers • Flexibility and adaptability in a changing environment • Empathy, tact and a sound sense of awareness of the impact of one's own behaviour on other people (Interpersonal Sensitivity)