



# **THE ROLE**

## **CUSTOMER SERVICE & FRONTLINE SALES**

Reports to: Customer Service Manager  
Reporting staff: N/A  
Location: Queenstown & Frankton

### **Purpose of the Position**

- To assist in positioning KJet as one of the premium tourist operators in New Zealand, by providing an enjoyable, professional and safe environment for customers, clients and staff.
- Provide a seamless sales and reservation process by exceeding customer expectations and ensuring superior customer service.

### **Key Responsibilities**

#### **Retail & Frontline Sales**

- Maximise sales opportunities.
- Ability to capture and close sales amongst strong competition.
- Thorough knowledge of product offering, prices and departure times.
- Promote KJet and associated products whenever possible.
- Successfully employ cross-selling and up-selling techniques.
- Always maintain a friendly and welcoming character.
- Opening and closing (locking up) procedures are completed in accordance with company policies and guidelines.
- Cash handling and balancing of tills. All monetary transactions to be recorded accurately and any discrepancies advised to supervisor and management.
- Ensure customer photos are taken that capture the guest's experience.

#### **Reservations**

- Answer all phone and email reservations enquiries in a timely, efficient and accurate manner.
- Ensure accurate entering of all reservations, amendments and cancellations into the reservations system.
- Check all future reservations and reconfirmations as necessary in a timely and accurate manner.
- Inform relevant parties of any situations affecting operations.

## Customer Service

- Ensure all customers and agents receive a high level of customer service.
- Exceed guest and agent expectations of customer service delivery.
- Assist with customer complaints in a pleasant and friendly manner, deciding on a course of action that will alleviate or solve the problem. Liaise with Customer Service Manager when necessary.

## Responsibilities

- Ensure tidy presentation of retail areas and Time Tripper underwater tank including vacuuming and emptying of rubbish.
- Carry out all duties in a timely and efficient manner.
- Communicate freely and clearly, in a professional manner, with other departments and external clients.
- Keeps all departments informed of any changes that may affect them.

## Health & Safety

- Comply with health and safety policies, procedures and workplace standards.
- Ensure all accidents, incidents and near misses are recorded and reported by the end of the working day to management.
- Assist in systematically identifying hazards and developing effective controls.
- Control river traffic via VHF Radio in accordance with KJet SOP.
- Maintain an accurate record of passenger manifests to comply with Maritime NZ requirements.
- Assisting with jacketing customers for the ride & ensuring they are ready, and safety briefed.
- Be familiar with the Emergency Management Plan and take an active part in the response should there be an emergency.

## Other Duties

- Carry out other tasks that the company may reasonably ask you to complete.
- Assist the Customer Service Manager where necessary with any other duties.
- Acknowledgement that your role may develop to include other tasks in addition to those listed above.
- Attend staff meetings or training sessions whether inside or outside working hours.
- Undertake other duties in other departments as directed by supervisors or managers, including but not excluded to, building or site cleaning during quiet times to maintain a high degree of building presentation for our customers.

## Qualifications and Experience

### Essential

- Previous customer service experience (minimum one year).
- Full NZ Drivers Licence.
- Excellent communication skills.
- Ability to work both under direction and without supervision.
- Ability to work well in a team.
- Ability to use multiple computer systems.
- Exceptional attention to detail.
- Very well organised and able to work well under pressure.
- Punctual, reliable and trustworthy.

### Desirable

- A thorough knowledge of local attractions.
- Current First Aid Certificate or equivalent.
- Photography skills.
- Tourism industry experience.