

## Role Specification

Position Title	<b>Tour Coordinator – Educational Tours &amp; Safaris</b>
Employment Status	Casual – 12 month contract
Department	Educational Tours & Safaris
Location	Burpengary
Position reports to	Manager Educational Tours & Safaris
Position Review Date	March 2019

### POSITION OBJECTIVE

To provide an exceptional level of service to prospective and existing KBL clients relating to Educational Tours and Safaris, including but not limited to Canberra tours, Band Tours and Outback Safaris. You will be responsible for coordinating all aspects of the tour and liaising with clients with respect to itinerary planning, venue options and identifying appropriate solutions to fit their travel needs.

### ACCOUNTABILITY

1. Coordinate and implement all aspects of Educational Tours and Safaris for KBL clients in an efficient and accurate manner.
2. Be proactive in forward planning tours based on existing client tour preferences and requirements.
3. Serve as a point of contact (phone and email) for general queries, issues of concerns related to Educational Tours and Safaris in a professional and efficient manner.
4. Develop strong relationships with customers through regular contact in the lead up to tours and post tour follow up.
5. Create and maintain appropriate internal records in relation to current and future tour bookings and amendments.
6. Work in partnership with the KBL Accounts team to ensure the provision of final numbers, venue invoices, catering expenses and other related driver expenses.
7. Ensure appropriate communication between tour drivers, clients and Educational Tours and Safaris team pre and post tours.
8. Other miscellaneous administration tasks as required.
9. Attend and contribute to Sales Department meetings.
10. Attend service/sales-training sessions where applicable.
11. Comply with all company procedures and policies including OH&S.
12. Proactively contribute to the ongoing development of the Sales Departmental processes and policies.

### SKILLS, KNOWLEDGE, EXPERIENCE

1. Previous experience coordinating tours or experience in a customer service role in either a travel, tourism and transport environment.
2. Superior communication skills, both verbal and written.
3. Ability to manage relationships and expectations with various stakeholders (internal and external) including schools, tour drivers, caterers and tourism operators.
4. Ability to multi task and prioritise your work in a busy environment.
5. Excellent interpersonal skills with a customer focused approach.
6. Ability to consistently provide exceptional customer service to both internal and external stakeholders.
7. Sound computing skills, including MS word, Excel and Outlook.

<b>KEY RESPONSIBILITY AREAS</b>	
Tour Bookings/Logistics	<p><b>Bookings &amp; Logistics</b></p> <ul style="list-style-type: none"> <li>• Process tour bookings including accommodation and PACER bookings in a timely manner, keeping appropriate records in each client's tour folder.</li> <li>• Provide itinerary and flight updates/amendments to clients as required.</li> <li>• Send client appropriate forms including final numbers, dietaries and flight manifest a minimum of six weeks prior to the departure of the tour.</li> <li>• Coordinate the confirmation of all tour bookings with final numbers and dietary requirements no later than three weeks before tour departure.</li> <li>• Ensure tour drivers are correctly briefed and have appropriate paper work a minimum of one week prior to the tour's departure.</li> <li>• Ensure catering and other tour related logistics are organised one week prior to each tour's departure.</li> <li>• Send Tour Survey and Welcome Home Letter to clients once a tour has returned. This is to be sent within two weeks of the tour returning.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Respond to customer emails/phone queries in a timely and efficient manner (within two business days)</li> </ul>
Records Maintenance	<ul style="list-style-type: none"> <li>• Ensure client folders contain printed confirmations of all venue and accommodation bookings.</li> <li>• Ensure internal tour records/checklists are regularly updated to reflect current information.</li> </ul>

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