

Customer Service & Marketing

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| Location: | Mornington, Victoria |
| Industry: | Leisure, Travel and Tourism |
| Employment Type: | Part-time upto 25 hours (5 days a week) |
| Reports to: | Sales Manager and General Manager |

About the company

RAW Travel is a boutique tour operator on Victoria's Mornington Peninsula that specialises in iconic walking adventures. We operate all our own trips and offer authentic travel experiences backed by 20 years' experience as an operator of walking trips and active adventures.

We don't try and run trips everywhere but prefer to offer real expertise and useful advice on the ones we do. All our Destination Experts are passionate, well-travelled walkers. They deliver a level of advice and experience that comes from being 100% focused on our chosen walks, rather than hundreds of different trips, as is often the case with bigger companies.

RAW Travel has remained a family-owned venture and travelling with us has always been about experiencing the world and local people with authentic walking adventures. We passionately believe that walking trips offers unique experiences and opportunities for authentic travel and personal challenge.

Providing a personal, friendly service is core to our success. We genuinely love our travellers and the fulfilment of their travel dreams is our passion. It is vital that any prospective team members share our values and commit to the mission of providing outstanding customer service.

Our team

- Founder/Owner: Dave & Melinda Reynolds
- Australian office: 20 staff (destination experts, operations, marketing, finance)
- Overseas staff: 15+ guides, leaders, drivers

Our values

- Authenticity
- Adventure & Freedom
- Exceptional Service
- Integrity & Honesty
- Inspiration
- Optimism
- Challenge & Achievement
- Sense of Community

Our charter

- Put customers first
- Exude passion and expert knowledge
- Innovate and inspire
- Take ownership
- Foster teamwork
- Go above and beyond
- Make it fun

About the role

We are looking for a customer service champion who enjoys face to face contact, running our new RAW travel shopfront which will open in Feb 2019 in Mornington. You will work closely with our Travel Product Specialists to support enquiries and requests from walk-ins. You will also help with marketing to RAW Travel's clients by

providing introductory calls to new subscribers to our database and follow up calls to people who have attended one of our information nights, which are held around the country. To this end you will work closely with the marketing team.

The key to your success will be your ability to apply your travel and customer service passion to drive business while nurturing our valued existing clients. You will be responsible for representing our brand to walk-in customers and people coming to meet our office based product specialists. You will have metrics based around customer service and sales conversions to help gauge your effectiveness.

You will be working from our new offices located in the heart of Mornington's vibrant main street surrounded by cafes, shops, parkland and the beach just a short stroll away. You will work alongside the larger RAW travel team in a fun, informal and supportive environment.

The ideal candidate

You will have an adventure travel spirit, and a passion for the outdoors, ideally walking trips. You are vibrant, enthusiastic and eager to make your mark. You enjoy delivering excellent service and building relationships with people. You also enjoy the challenge of achieving and exceeding sales targets are happy working as a part of a great team in a fast-paced, informal environment

You are able to build rapport easily with clients, have strong attention to detail, are an effective salesperson who can manage their own workload. You want to build a career in travel and feel aligned with RAW Travel's values.

Desired abilities and experience

- Customer service experience in a similar retail or sales role
- Fluency in English
- Destination and product knowledge relevant to RAW Travel trips
- Strong sales skills and commercial awareness
- Outstanding customer service
- Excellent organisational skills and attention to detail
- Proven ability to meet and exceed sales targets
- Good standard of written and verbal communications skills
- Collaborative work style and excellent interpersonal skills
- Ability to work in a fast paced environment within a diverse team.
- Qualification or background in Travel & Tourism desirable

Primary accountabilities

- Responding to and directing client enquiries
- Making appointments with Travel Product specialists
- Selling walking related accessories & maintain stock levels
- Meeting and exceeding sales targets
- Follow up calls on new subscribers to the RAW travel database
- Follow up calls with attendees at RAW Travel's information nights
- Achieve a consistent high conversion rate on all new enquiries
- Update our CRM Insightly with client notes regarding booking to ensure the sales team can support client conversations as required

Secondary accountabilities

- Attend regular sales and Product trainings
- Liaising with Marketing to support new initiatives and events
- Assist in other areas of the business if required
- Schedule face-to-face meetings as requested by clients
- Develop the RAW travel shopfront
- Contribute to RAW Travel newsletter content
- Contribute to Insights as required
- Review and analyse client demands, performance, trends
- Support with RAW Travel information talks, training weekends, product training sessions, etc

What you'll get in return

RAW Travel is a great place to work, with an engaged group of staff, excellent work environment and regular opportunities for travel. We have high expectations of our team, and in return we want our staff to be adventurous, active, authentic and fun. We will give you the opportunity for training and development both internal and externally.

RAW travel is starting a process of becoming a certified Benefit Corporation ('B Corp') and this will offer opportunities for above the norm staff perks, benefits and contribution to our community, environment and our travellers.

You will receive a competitive base salary with great industry perks, a flexible and relaxed workplace, with the potential to earn a performance related bonus.

If you have what it takes and want to join a thriving and innovative company who are passionate about adventure travel and delivering great customer service, then we want to hear from you!

Please send applications - CV and cover letter to: **mel@rawtravel.com**

We thank all interested candidates for your interest, however, only those chosen for an interview will be contacted.