



## POSITION DESCRIPTION

<b>Position title:</b>	<b>Sales &amp; Reservations Assistant – Full Time, 1 year contract</b>
<b>Brand/Department:</b>	HAGGIS Adventures, Highland Explorer Tours
<b>Salary:</b>	£11 per hour
<b>Reports to:</b>	Sales & Reservations Manager & Marketing Manager
<b>Adjacent relationships:</b>	Sales & Reservations Assistants
<b>Location:</b>	60 High Street (The Royal Mile)
<b>Work pattern:</b>	40hrs per week, 5 out of 7 days, Mon - Sun

## POSITION PURPOSE

From harnessing excellent customer service, selling skills, product knowledge and teamwork you will be contributing to sales and KPI targets; and acting as a brand ambassador, supporting the brand values and sharing your passion for our products.

## KEY RESULT AREAS & RESONSIBILITIES

- Working in a city-centre retail travel shop, dealing with customers face to face, over the phone and via e-mail - offering excellent customer service
- Maintaining positive relationships with agents and other external contacts
- Quoting a wide range of tours to suit your customers/agents' need
- Converting quotes/leads into confirmed bookings and working to exceed sales targets
- Keeping your product and brand knowledge up to date whilst having in-depth knowledge of the local area as well as key tour destinations and highlights
- Lead with exceptional customer service and have a real passion for people and travel
- Ensure consistent delivery of housekeeping and presentation standards throughout the shop
- Be a brand ambassador, consistently exhibiting the brand attitude and values
- Complete cash register transactions quickly and accurately
- Complete cash register transactions and administration tasks accurately (e.g., tour preparation, post departure, banking)
- Sales and promotion of company merchandise and 3rd party sales such as Edinburgh attractions
- Effective communication between retail and other departments
- General housekeeping
- Other duties as directed

## EDUCATION

- Qualifications in Marketing would be well regarded for this position, although alternative relevant experience would also be considered

## REQUIRED SKILLS, EXPERIENCE & PERSONAL TRAITS

- A positive, “can-do” attitude
- A passion for delivering exceptional customer service
- A great communicator with a natural flair for striking up conversation
- Eager to learn and build on your retail and product knowledge
- A flexible and energetic team player who is always ready to go the extra mile
- Customer service experience and focus
- Excellent interpersonal skills, verbal, and written communication
- Good organisational skills with the ability to multi-task
- High attention to detail
- Excellent telephone manner
- Fundamental Microsoft Word and Excel skills

## **USEFUL ADDITIONAL EXPERIENCE**

- Experience in / or an understanding of the tourism industry would be desirable but not essential
- Personal travel experience
- Excellent communication and interpersonal skills
- Sales experience
- Second Language