

Position Description – Sales, Reservations & Operational Assistant

Role

This is a dual role that involves:

- Reservations, Sales & Administration Assistant – Melbourne
- Operations Support – Melbourne/Tasmania

Context & Purpose

A call out to organised initiative driven humans to help grow a business with purpose! Join us and be part of the Park Trek Walking Holidays journey.

Our purpose is to provide guests with inspiring ecotourism experiences that contribute to personal growth and wellbeing. Through our experiences guests connect with nature and others, are active, take notice and immerse in nature, learn new skills, and help others (like the communities we work with).

This is a casual role suited to someone who's good with customers and guides, organised and interested in ecotourism. You will be responsible principally for helping our tour office handle enquiries, sales, and reservations, and for supporting our operations team in provisioning and to set our tours up for success.

This will be a hybrid casual role (in our Fitzroy office / depot and sometimes remote). Working hours and location will be as rostered.

Award and Classification

Miscellaneous Award level 2 unless otherwise agreed.

Objective

Working from our Fitzroy HQ or remotely (as agreed), the Reservations, Sales & Administration Assistant is a critical part of our team. You will contribute to our customers enjoying their experience with Park Trek Walking Holidays through excellent customer service and attention to detail.

Working from Fitzroy HQ or remotely (as agreed), Operations Support is a critical part of our operations team. You will work across several areas in the business, from rostering and guide communications, provisioning activities, processing trip documents, ensuring equipment and supplies are well maintained, and supporting the operations team.

Reports To:

- General Manager – Melbourne
- Operations Manager – Melbourne/Tasmania (Indirect)
- Managing Director – Melbourne (Indirect)

Internal Relationships:

- General Manager
- Operations Manager
- Managing Director
- Finance & Administration Officer

External Relationships:

- Customers
- Sales channel partners
- Suppliers

Hours and Days of Work:

The hours and days of work, and location, will be as rostered.

The Reservations component will be negotiated depending on the tour calendar and will complement the hours required for Operations Support. It will generally depend on the tour schedule as it involves organising vehicles, trailers and tour equipment before a tour departs, and also supports post-tour activities after a tour returns.

Key Responsibilities:

Reservations, Sales & Administration

- Liaising with customers and sales channel partners via telephone and email
- Responding to enquiries professionally and promptly
- Escalating complex enquiries to the General Manager
- Creating tour bookings using the tour bookings system (Rezdy)
- Creating customer invoices using the finance system (Dext/Xero)
- Preparing tour documentation for trips (rooming, manifests, run sheets, food orders, vehicle/trailer allocations) and gaining approval for these where required
- Liaising with suppliers and operations staff to make reservations for tours including tour contractors, activities, dinner bookings, hire equipment and accommodation
- Booking flights, hire vehicles and accommodation for staff
- Reviewing supplier invoices for correct pricing and charges and following up with suppliers when required
- Allocating supplier invoices in Dext/Xero to appropriate accounts, cost centres and projects/tours
- Following up trip documents provided post-tour from guiding team and archiving records
- Basic web updates using Wordpress (with prior approval from the Managing Director)
- Ordering and maintaining office equipment, supplies and staff uniforms
- Other general office administration tasks and ad hoc duties as requested by management
- Assist in maintaining CRM and guide/guest feedback systems, and in resolving guest issues/feedback across all platforms – liaising with and escalating to the Tour Manager where required
- Participate in process, systems and business improvement initiatives and projects
- Demonstrate the Park Trek Walking Holidays values including excellent customer service, attention to detail, honesty and integrity at all times.

Operations Support

- Assist with managing resources and facilities – preparing and allocating vehicles, trailers and other resources
- Support Operations Managers and guides with pre-tour planning and logistics
- Assist with managing post-tour resources and equipment – checking guides return all resources and in working order, complete all post-tour procedures, provide all receipts and paperwork for processing, and ensuring feedback received from guests and guides is followed up
- Liaise with guides, office staff and suppliers when required
- Assist with ensuring vehicles, trailers, safety equipment, depot equipment and first aid supplies are maintained
- Finance and admin duties, including processing trip documents, uploading and processing credit card and supplier invoices
- Ensure all Park Trek risk management, health and safety policy requirements are implemented, adhered to, and reported on
- Ensure all other Park Trek policy requirements relevant to operations are adhered to
- Promote a company culture that encourages high performance and positive morale
- Demonstrate the Park Trek values including excellent customer service, attention to detail, honesty and integrity.

Qualification, Skills and Experience:

Essential

- High-level attention to detail
- Well-developed verbal and written communication skills
- Willingness to be flexible and an ability to work hands-on in a small team environment
- Quick to learn and willingness to embrace new technologies and tasks
- Able to work independently
- An interest in hiking and travel
- Hold a current driver's licence (medium rigid vehicle licence an advantage)
- Previous experience in working in a supportive and collaborative team environment
- Excellent organisation, prioritisation and task allocation skills
- Creative thinking and high-level problem-solving ability
- Office administration experience
- Customer service experience
- MS Office proficiency including Word, Excel and Outlook

Desirable

- Experience in tourism and/or travel industry sales and reservations, preferably in small group touring
- Experience with Rezdy or similar sales and reservations systems
- Experience in developing basic web content
- Familiarity with basic accounts receivable/payable processes in Xero or a similar system
- Understanding of hiking destinations covered by Park Trek across Australia
- Some experience with administration and financial transaction processing
- Familiar with resources such as satellite phones, spot devices, topographic maps
- Mechanical knowledge and trailer operation
- Food Handling Level 1 (SITXFSA001) or similar food safety certification
- Public passenger vehicle ancillary certificate or able to obtain