

FRONTLINE SALES SUPERVISOR

Full Time

Southern Discoveries is committed to selling and delivering high quality visitor products and services in Queenstown and Fiordland. We are currently seeking a frontline sales supervisor/hosting superstar to join our busy team at Information Centre based at the top of Queenstown Mall.

This 2IC position reports to our Retail Manager, and will be responsible for

- maximising sales
- ensuring that visitors experience outstanding customer service at all times
- supervise and assist the team to complete required front office and administration
- keep all departments informed of any changes
- Assess training needs, and provide training to sales staff
- In conjunction with the manager, be responsible for departmental health and safety

If you have a real passion for guest experience, and a desire to exceed customer's expectations, we would like to hear from you. As one of our dedicated team you will have superb communication skills, while your attention to detail and standards will be 100% in all that you do. To be successful in this role you will have the following key skills:

- At least 2 years' customer service experience in a tourism related industry
- Previous supervisory experience
- Passion to deliver an outstanding visitor experience
- Strong sales and customer service skills
- Outstanding administration and organisational ability
- Reservations system experience- IBIS experience an advantage
- Excellent written and verbal communication skill

This is a full time position over a seven day roster, which will include weekends and public holidays. All applicants must be eligible to work in New Zealand for the duration of the role.

To apply for this job, please send your CV along with your cover letter to hr@southerndiscoveries.co.nz