

## SEALINK TRAVEL GROUP

Position Title		
Sales Centre Team Leader		
Position Number	Division	Reports to
SC603	Sales Centre	Sales Centre Manager
Job Purpose		
<p>The Sales Centre Team Leader – Adelaide will lead, develop and coach a team of consultants to their optimum performance levels. A key component of this role will be to energise the team to their full potential by providing coaching and daily feedback. The role is about sharing skills and capabilities whilst leading others and valuing each individual's strengths and development opportunities. This role will be responsible for building the sales success of this core unit and ensuring that workflow efficiencies are implemented. This customer focused role will lead the team to achieve increased sales and deliver to customer expectations. Regular reporting on performance will be a requirement of this role.</p> <p>The Sales Centre Team Leader will work closely with the Sales Centre Manager and will be responsible for maintaining existing client relationships and will serve as the top-level contact for agents.</p>		
Key Accountabilities		
<p><b><u>Leadership</u></b></p> <ul style="list-style-type: none"> <li>• Lead by example at all times</li> <li>• Provide reports as requested</li> <li>• Work with the Sales Centre Manager in preparation for one on one meetings</li> <li>• Coordinate Team Meetings to ensure strong communication and feedback opportunities</li> <li>• Provide coaching to increase capability of the Sales Consultants in the following areas: <ul style="list-style-type: none"> <li>• Call handling</li> <li>• Overcoming Objections to Sales</li> <li>• Up and cross sell a wide range of goods and services</li> <li>• Securing the customer commitment</li> <li>• Effective negotiating and problem solving</li> </ul> </li> <li>• Manage the team to ensure a high level of work ethics and professionalism are displayed</li> <li>• Work with the Training and Development Consultant to develop and update the Performance Management framework</li> <li>• Provide strong leadership to assist team with their development and day to day requirements</li> <li>• Support the Sales Centre Manager as requested; Liaise with the Sales Centre Coordinator on effective resourcing and future planning/ forecasting</li> </ul>		

### **Client Services**

- Responsible for maintaining existing client relationships and will serve as the top-level contact for agents.
- Maintenance of free-sale arrangements (eg Adventure Tours Australia)
- Create new agency IDs in conjunction with the SeaLink Finance Department and set commission levels in accordance with company policies and procedures.

### **Internal Communications**

- Provide sales intelligence to the Business Development Manager.
- Be aware of the OH&S requirements of the SeaLink Travel Group and ensure that these are complied with.
- Work to meet and exceed individual and team targets, including key performance indicators.
- Provide feedback to the Sales and Marketing division as requested

### **Familiarisations**

- Will work in conjunction with the Business Development Manager and Business Development team as the top level reservations contact for South Australian Tourism Commission Famils Department and all other trade organizations.
- Overseeing the booking processes of familiarisations for various key travel trade groups including Travel Agents, Wholesalers, Information Centre Volunteers and accommodation venues.  
Key tasks include:
  - Negotiating, coordinating and booking accommodation, attraction entry, meals and itineraries.
  - Coordinating and booking attraction entry for familiarization participants.
  - Ensuring schedules are maintained and able to apply contingency plans in the event of unforeseen circumstances.

### **Key Performance Measures**

- Excellent leadership capabilities
- Team sales ability against set individual and team targets
- Customer satisfaction
- Team work & flexibility
- Problem solving
- Developing team capabilities
- Finance and business acumen
- Initiative
- Reliability
- Attention to detail
- Time management
- Ability to perform under pressure
- Planning and organisation skills
- Communication skills

<b>Core Competencies/Skill Requirements</b>
<ul style="list-style-type: none"> <li>• Finance and Business acumen</li> <li>• Excellent mentoring, leadership and coaching</li> <li>• Strong interpersonal and written and verbal communication skills</li> <li>• Excellent conflict resolution &amp; management skills</li> <li>• Advanced organisational and planning skills</li> <li>• Proven project management capability</li> <li>• Advanced computer literacy</li> <li>• Innovation and creativity</li> <li>• Sales leadership ability</li> <li>• Achievement and results driven</li> <li>• Self motivated</li> <li>• Ability to work with and accept change</li> <li>• Rapport and relationship building</li> <li>• Excellent customer service skills</li> <li>• Efficient time-management skills</li> <li>• Excellent organisational and planning skills</li> <li>• Pro-active and self-motivated</li> <li>• Systematic reasoning</li> </ul>
<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Tertiary Qualifications in a Business or related discipline - desirable</li> <li>• Certificate 3 or 4 in Frontline Management - desirable</li> <li>• Certificate 4 in Assessment and Workplace Training - desirable</li> <li>• Certificate 4 in Tourism, Sales and Marketing - desirable</li> <li>• Qualification in Telecommunications – desirable</li> <li>• Qualification in Travel and Tourism - desirable</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Sales experience - essential</li> <li>• Leadership experience - essential</li> <li>• Experience with computer programs Excel &amp; Word - essential</li> <li>• Experience in the Tourism Industry – desirable</li> <li>• Demonstrate positive leadership through change</li> </ul>

Organisational Chart – Available on request		
<b>Authorised by:</b> Name: _____ People & Culture Consultant	Signed: _____	Date: _____
<b>Approved by:</b> Name: _____ Sales Centre Manager	Signed: _____	Date: _____
<b>Accepted by:</b> Name: _____ Sales Centre Team Leader, Adelaide	Signed: _____	Date: _____