



Pacific Destinations
NEW ZEALAND

TITLE: REST New Zealand Tours Manager

LOCATION: Auckland Head Office

REPORTING TO: General Manager of Operations

DATE: October 2022

Job Purpose:

This role is operationally focussed. You will be overseeing our REST New Zealand Tours product & operations, working with agents from across Europe but specialising in German speaking markets.

Responsible for the end-to-end development and execution of quality Rest New Zealand Tour itineraries, your focus will be on delivering the best possible service to our partners and clients.

Over time, longer term development opportunities are also available for the right candidate in the areas of account management for our German agents.

At Pacific Destinations, we are all about:

- Great customer service
- Passion and enthusiasm for New Zealand
- Going above and beyond for our agents and clients
- Having fun and enjoying our time at work
- Flexibility - A mix of working from home and in the office

Key Accountabilities:

- Oversee our REST New Zealand Tours product and operations, including product contracting and the delivery of all quotes, bookings & itinerary preparation.
- Develop and execute quality Rest NZ Tours itineraries across agents and clients from German speaking agents.
- Always provide outstanding service for our agents, with quotes, itineraries and documentation produced in a timely manner and to the highest standard.
- Develop and maintain a full understanding of all client relationships and company commitments in order to meet or exceed our clients' expectations.
- Recommend ideas to the senior management team in terms of continuous improvement for all operational activities, new products and market opportunities.
- Implement systems, processes and controls concerning debtors and creditors to ensure minimal risk and bad debt and thereby contribute to company profitability.

- In close liaison with the GM Operations, drive healthy file profitability.
- Work closely with the GM Operations and the IT team to maximise efficiency of IT systems and processes within all operational activities.
- Provide after-hours assistance for agents and clients whenever needed.
- Ensure that all communications with agents is in a consistent PDNZ format.
- Other duties as required.

Skills Required:

- Oral and written German language skills preferred but not essential
- An excellent communicator with loads of energy
- A great knowledge of New Zealand tourism product
- Experience in an Inbound Tour Operator Consultant role
- Experience working in Tourplan (or a similar quoting and booking platform)
- Great planning and organisational skills
- Outstanding customer service skills
- Attention to detail
- Reliable and punctual
- In possession of a full clean driver's license
- Permanent New Zealand residency status

Personal attributes:

- Positive and friendly attitude
- Display common sense decision making skills
- Works well as part of a team
- Ability to learn
- Punctuality
- Neat and tidy appearance