

Operations Manager– INBOUND ATS/AOT New Zealand

Date Approved:	May 2022
Department	INBOUND
Position Title:	Operations Manager Inbound (ATSPacific/AOT) New Zealand
Division/Property:	ATS Pacific/AOT
Direct Reports	FIT, GIT and Product
Reports To:	General Manager ATS Pacific

POSITION OVERVIEW

Operations Manager Inbound New Zealand is Helloworld’s most senior position within the Inbound Segment for New Zealand. Responsible for all aspects of the FIT and GIT operations of Helloworld Inbound Division in New Zealand. Reports to ATS Pacific General Manager (Sydney based). Liaises with General Manager AOT (Melbourne based) and General Manager ATS Pacific Fiji (Nadi based)

Key Working Relationships

Internal:	<ul style="list-style-type: none"> • Product Department • Operations Department (FIT/GIT) • Systems & IT • Accounts • All AOT Group
External:	<ul style="list-style-type: none"> • Suppliers • Inbound Agents • TECNZ & NZ Industry

POSITION DESCRIPTION

WHAT YOU WILL DO:

Key Responsibilities & Accountability	Major activities & Measures
Main Role	<ul style="list-style-type: none"> • Ensure everyone is making the most effective use of their time, to provide inbound clients & our Inbound staff with the tools they need to sell New Zealand. Manage priorities with the ability to adjust to changing circumstances. • Report to and liaise with General Manager ATS Pacific. • Ensure even flow of work through FIT and GIT areas. • Set and forecast revenue and expenditure budgets. • Management reporting as required. • Hire/measure and motivate team. • Set KPI's and recommend change/synergies as required. • Client communication and measurement as required.
Client Liaison	<ul style="list-style-type: none"> • Handle Client Operational queries as required.. • Ensure that all client correspondence is actioned accurately, on the day it's received, in a clear, concise, detailed & friendly manner – service is our business • Provide management support to internal inbound reservations staff. • Oversee production of the Inbound Product Newsletter (by Product Manager) on a fortnightly basis to ensure that the overseas clients are kept up-to-date with the latest tourism developments for New Zealand. • Participate in sales and marketing efforts to retain existing clients and attract new clients.
PSPs	<ul style="list-style-type: none"> • Liaise with Product Department to ensure our PSP programme is communicated to reservations teams and preferred products promoted with preference. • Oversee organisation of PSP workshops (Product Dept) for suppliers & staff.
Suppliers & Industry	<ul style="list-style-type: none"> • Cultivate & maintain positive relationships with suppliers and industry. • Represent Hellowolrd in a professional manner at New Zealand trade Shows and Industry Events. • Conflict resolution with suppliers. Overbooking, accounts discrepancies etc
Distribution Systems	<ul style="list-style-type: none"> • Work with Distributions Systems (eCommerce) to make the ATS/AOT websites as user-friendly as possible.
Customer Service	<ul style="list-style-type: none"> • Strive to achieve agreed client SLA's and recommend improvement where required. • Effective communication with clients globally. • Manage all operational aspects of 24 Hour Emergency Helpline • Manage all operational aspects of FIT and GIT reservations.including Tourplan Bookings system, Agent Website and manual email reservations.