

PRODUCT MANAGER – INBOUND ATS/AOT New Zealand

Date Approved:	Sep 2022
Department	PRODUCT
Position Title:	Product Manager- (Inbound)
Division/Property:	ATS Pacific/AOT
Direct Reports	
Reports To:	General Manager Product-Inbound (Aust Based)

POSITION OVERVIEW

The aim of the Product Department is to provide a single point of contact for all product related questions, recommendations and product development to all ATS Pacific/AOT overseas wholesalers. The Product Manager is responsible for the efficient running of this Department which has as its major focus customer service and timely delivery of product and prices to our overseas clients. The Product Manager is ultimately responsible for ensuring our Inbound clients receive up to date product information, innovative product ideas and are kept up to date on landscape of the New Zealand suppliers industry.

DEPARTMENT OVERVIEW

INBOUND PRODUCT

The Product Team's role is responsible in maintaining relationships between ATS/AOT and suppliers. Updating staff and clients on product information/refurbishments. Contributing content for the fortnightly Product Newsletter to clients and also keeping them updated on any calamity situations current in New Zealand. In addition, sourcing new product for clients and negotiating campaigns/value adds.

INBOUND CONTRACTING:

The Inbound Contracting area of this department is based on negotiating adhoc properties not already included in the AOT Group portfolio (either PSP supplier or non-PSP).

Key Working Relationships

Internal:	<ul style="list-style-type: none"> • Contracting & Content Department • Operations Department • Systems & IT • Accounts • All AOT Group
External:	<ul style="list-style-type: none"> • Suppliers • Inbound Agents

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 Product (Aust based). • Ensure Product is correctly loaded in Tourplan. • Negotiate agent “specials” as required. • Attend trade shows and sales visits as required.
Client Liaison	<ul style="list-style-type: none"> • Provide product support to the General Manager Product 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 product support to internal inbound reservations staff • Oversee production of the Inbound Product Newsletter on a fortnightly basis to ensure that the overseas clients are kept up-to-date with the latest tourism developments for New Zealand.
Product Tariffing	<ul style="list-style-type: none"> • Oversee production of bonus offer charts, accurately & to client deadlines. • Oversee production of agent specific fly-drives • Provide client assistance for campaigns on an ad-hoc basis. • Oversee production of packages as requested by clients
Bonus Offers	<ul style="list-style-type: none"> • Liaise with the Suppliers and overseas clients to source Bonus Offers for clients’ brochured Product Selection • Oversee updating of bonus offer charts for clients & reservations to access online
PSPs	<ul style="list-style-type: none"> • Assist with the PSP programme including negotiating agreements each year and ensuring that clients are aware of changes. • Liaise with the Contracting Team in ensuring synergies with selecting preferred suppliers. • Ensure PSP lists on the tariff are kept updated and accurate, and information on PSP status is passed to the Content Department for updating in Tourplan. • Oversee organisation of PSP workshops for suppliers & staff.
Suppliers	<ul style="list-style-type: none"> • Cultivate & maintain positive relationships with suppliers • Negotiate with suppliers, assisting the contracting department where necessary, to ensure the best possible deals for inbound clients • Liaise with suppliers for information on product as required by inbound clients • Be on the lookout for new products to provide to clients
Distribution Systems	<ul style="list-style-type: none"> • Work with Distributions Systems (eCommerce) to make the ATS/AOT websites as user-friendly as possible.

POSITION DESCRIPTION

<p>Customer Service</p>	<ul style="list-style-type: none"> • Investigate & process client complaints & refunds regarding any ground arrangements for inbound operations. • Ensure complaints and refunds are responded to within five working days. • Advise relevant managers of any booking errors that cause a customer complaint. • Work with GM Product to provide a detailed bi-annual report to the Executive Management Team on the state of refunds & complaints. This is to include statistics and analysis of those statistics. •
<p>Famils</p>	<ul style="list-style-type: none"> • Organise ground arrangements for clients famil/holidays as requested. • Review processes at all times to ensure they are streamlined and that efficiencies and synergies are the best they can be.