



job description

Job title: Customer Relations Consultant

Reports to: Sales Manager

Award Classification: Level 3 - Call centre customer contact officer grade 2

At PGL, our purpose is to enrich young people's lives. We live by our values of Teamwork, Fun, Respect, Inclusivity, Quality and Safety.

Our people are at the heart of our company. We have a passion for exceptional service, and a love of what PGL has to offer. Our team are dedicated to offer the very best and safest experience to schools, families and our PGL colleagues – nothing is too much trouble!

Purpose of the role:

The Customer Relations Consultant is the key contact for customers of PGL Adventure Camps and is responsible for ensuring all customer needs are met prior to arrival, and securing future bookings for the customer. A sales and customer focussed professional, driven to achieve results, you will look to identify opportunities for growth and retention and determine priorities based on customer value.

Having full accountability for reservations allocated to you, the role will implement sales strategies to achieve sales targets for retained business, driving results and business growth. The role will support the Sales Manager and work closely with centre teams to ensure groups' individual needs are met and retained sales opportunities identified and maximised. You will ensure the administrative tasks required of this role are accurate and completed within agreed timeframes to enable appropriate handover to centre teams prior to the customers arrival on camp. We put the customer experience at the heart of everything we do. A critical component of this role is to forge strong and respectful relationships with customer and stakeholder groups.

What we'd like you to do:

Meet / exceed retained business sales targets

- Meet or exceed agreed individual and team targets relating to customer retention and new sales, monitoring on a regular basis in conjunction with the Sales Manager.
- Meet or exceed agreed individual and team targets relating to customer satisfaction of pre arrival administration monitoring on a regular basis in conjunction with the Sales Manager.
- Ensure allocated group needs are met with the view of maximising retention and growth opportunities.
- Seek guidance, assistance and support from the Sales Manager to perform this role to the highest level.
- Seek best outcomes for guest's by understanding and communicating specified desired outcomes and needs for camp experience to the centre team.
- Effectively use available software and reservation systems to assist guests through the booking process, communication information to Sales Team and to aid retention.
- Identify opportunities to explore new business opportunities with the same customer
- Work with clients in a timely manner by providing great information.
- Promote the benefits of the PGL experience to customers.
- Provide feedback and insights to the Sales Manager.



job description

Provide continuously high levels of customer service

- Set a positive and accurate expectation of the camp for party leaders .
- Work with customers to identify attending numbers, medical and dietary needs, additional needs and agree desired outcomes for each trip in a timely manner.
- Identify key people within school or group to assist with retention and pre-arrival care.
- Strive to maintain superior relationships using a balance of communication methods.
- Effectively use CRM tools to maintain regular and relevant communication with customers.
- Anticipate future requirements of customer regarding growth and preferred return dates.
- Help to ensure an exceptional camp experience with attention to details and great communication.
- Ensure customers have the best information to make great decisions for their own outdoor education experience.
- Ensure all written and verbal communications conform to appropriate brand guidelines with highest levels of attention to detail.
- Develop long term, positive relationships with all stakeholders
- Provide prompt, considered responses to all queries.
- Escalate queries or feedback to the Sales Manager
- Always seek new ways in which PGL can contribute to the camp experience goals of our customers.

Maintain high levels of internal administration and communication

- Secure and communicate final numbers, agreed outcomes, dietary and medical information to Centre Team in a timely manner using defined process.
- Advocate for customers particular requirements to Sales Manager.
- Work with Centre Teams to ensure unusual customer requests / expectations can be met.
- Provide relevant, timely and accurate information to Accounts Receivable for invoicing within specified time frames.
- Work with Accounts Receivable to ensure accounts are settled within terms and conditions.
- Adopt best practice for maintaining and enhancing account information in Salesforce.
- Appropriately use software and available platforms to ensure all data protection measures are met.
- Actively participate in and contribute to regular meetings with team and/or Centre Teams.

Actively live & share the PGL values with everyone

- Live the values of Teamwork, Fun, Respect, Inclusivity, Quality and Safety each work day.
- Participate and contribute to open and continuous two-way feedback between PGL colleagues and guests.
- Always seek to share successes and learnings with colleagues.
- Continually seek to enhance knowledge in the market in which PGL operates.
- Contribute to strategies that will increase our competitiveness.
- Regularly review and monitor your own targets and track progress toward the achievement of agreed objectives.



job description

Other responsibilities

- Other duties as required by the Sales Manager and within the scope and classification of this role.
- Provide direct support to the Sales Manager.
- Actively participate in personal development and training opportunities.
- Adopt an attitude of continual improvement in customer focussed sales techniques.
- Take reasonable care to ensure your own health and safety, and that of others.
- To ensure that your operational practices as well as the treatment of others, actions and attitudes are in-line with the company's Equal Opportunities policy and are appropriate at all times.

A little bit about you:

- Have the ability to work towards and meet targets in a customer focussed sales environment
- Take responsibility for the delivery of an exceptional customer experience
- Effectively prioritise workloads to meet deadlines
- Excellent, confident oral and written communication skills
- Computer literate with experience of Word and Excel
- Strong administrative skills with keen attention to detail
- Able to work unsupervised, and as part of a team
- Seek to understand customer complaints and contribute to the resolution of complaints
- Ability to adopt and reflect business values

What we'd like from you:

- Take responsibility for the delivery of an exceptional customer experience
- Identify and seek to understand customer requirements
- Develop and maintain meaningful and profitable relationships with customers
- Deliver strong sales results by creating a good fit between PGL product and customer needs
- Accept responsibility and accountability for own performance and areas of responsibility
- Manage own time and workload effectively to focus on best value activities
- Be aware of the impact of own behaviour on others
- Act in a manner that supports the values of the company and benefits our reputation

We'll need you to have:

Previous experience in driving business results through customer focussed sales and business development activities is essential.

Because children are so important to us here at PGL, we will need you to maintain a satisfactory Working with Children's Checks. We'll also need to have two satisfactory references before you start. During your employment with us you will have a duty to report any safeguarding concerns through the appropriate channels.

Additional Information:

Full training in PGL's admin and IT systems will be provided, however we would expect the successful candidate to be confident with associated administration duties and basic IT.



job description

Performance Review

- Regular assessment will be made of personal performance against agreed objectives and targets
- Annual plans & targets will be agreed with the Sales Manager
- Annual Appraisal conducted by the Sales Manager

Travel Occasional visits to camps, schools and conferences across Australia will be required as part of the role and may involve overnight stays and participation in some activities.

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.