



New Zealand Trails Adventure Travel Sales Role

- Full training provided.
- Full-time permanent position working office hours Monday – Friday.

We're after a bright, passionate go-getter to join our adventure travel sales team!

New Zealand Trails is a Kiwi-owned adventure travel company that runs trips all over New Zealand, with our team in Queenstown handling the details. We love what we do and have been doing it now for over 20 years. As we gear up for our biggest summer yet we are looking for a bright, passionate and driven person to join our growing sales team in a full-time position.

Our small and successful travel sales team are committed to selling the best adventure trips in New Zealand. This isn't "sales" in the traditional sense, you'll be part of a tight team, building relationships with people from all over the world and helping them plan their New Zealand adventure. As part of our sales team, you will act as the face of our brand and fulfil one of the most important roles in the business. Not only will you need to communicate effectively with our travellers, but with your colleagues too, as you share important information that you've gathered from talking to guests that could assist with marketing and sales efforts.

We welcome travellers from all over the world on our small group active tours, with most being American, Canadian, Australian or from the UK. You'll be adaptable and able to build rapport with people from all walks of life. We are a highly experienced bunch and you'll be working with some true veterans in the business, so you'll be able to learn plenty too.

We're open to hiring an experienced salesperson or a complete novice for this job. If you're hungry to learn and driven to be the best (but are still humble), we'll teach you everything you need to know to hit the ground running. You don't need to know tourism or sales, you do need to be people-savvy, a great listener and written communicator, and happy to pick up the phone and chat with people!

A typical day will include:

- Chatting to people via email or on the phone, getting to know what makes them tick and then matching them with their ideal trip
- Working through a task list and updating our CRM system as you go
- Looking for improvements to our website and marketing material
- Creative writing (if that's something you're into)
- Manning our live chat

The perfect person would:

- Have excellent communication skills.
- Perform beyond the normal levels of 'customer service' and really get to know our guests and their interests, passions, and plans.



- Be driven to succeed but still humble.
- Accurately use our CRM systems and sales techniques.
- Be a New Zealand expert and be familiar with the places and activities included in our tours.
- Be driven to achieve daily and monthly KPI's.
- To take responsibility for achieving challenging targets.
- Be systematic, efficient and have good attention to detail.
- Be comfortable working with a variety of software to help you achieve targets.
- Enjoy helping create business success and sharing in its benefits.

****Don't worry if you don't tick all these boxes, we'll provide you with full training and plenty of support to help you succeed in this role.****

At New Zealand Trails you'll benefit from:

- Working in a tight team with a bunch of awesome people who are keen to help you learn and grow.
- A hard-working and friendly workplace that has a focus on work-life balance and a shared desire to be the best at what we do.
- A full-time salaried role working Monday to Friday (office hours).
- The option of a 4.5-day work week – work your 40 hours over 4.5 days instead of five and head home at lunchtime on a Friday.
- A dog-friendly workplace.

If this sounds like you, please email amanda@newzealandtrails.com with your CV and a cover letter that explains why you want this opportunity and what you can bring to the table.

If you're not quite sure if you fit the bill or have any questions about the role, just get in touch.