



## Supplier Bookings Coordinator

- Close-knit, collaborative team and a supportive work environment.
- Full training provided.
- Full-time permanent position working Monday to Friday

Are you looking for a new and exciting opportunity to launch or enhance your tourism career with a well-established Queenstown tour company?

New Zealand Trails is a Kiwi-owned adventure travel company that runs trips all over New Zealand, with our team in Arrowtown handling the details. We love what we do and have been doing it now for over 20 years. We are looking for a bright, passionate administrator to join our adventure travel team at our HQ in Arrowtown.

In this role you'll have sole responsibility for all the accommodation, vehicle, meal and activity bookings for our multi-day tours. You don't need to know tourism, you do need to be highly-detail oriented, love smashing out a list of tasks and be a great communicator and administrator. If you're into data, databases and spreadsheets then you'll be in your happy place!

### **Your role will include:**

1. Booking accommodation, vehicles, meals and activities for all of our trips using our in house reservations system.
2. Completing 90, 60 and 30 day confirmations for all bookings during the season.
3. Building and maintaining strong relationships with our suppliers.
4. Working with the Supplier Bookings Manager to negotiate rates and contracts.
5. Accurately maintaining our supplier database and supplier booking database.
6. Working with our developer to continuously improve our reservations system.
7. Creating accurate guide itineraries for each trip and problem solving any bookings issues that may happen during the season.
8. Providing out of hours cover for our 24/7 operations phone two weeknights a week during the summer season.

### **The perfect person would be:**

- Exceptionally organised and detail oriented – you'll love to dot your i's and cross your t's. You'll be dealing with a high volume of emails each day and thousands of bookings for each season.
- Task oriented – you'll enjoy working through many small tasks each day and take satisfaction from ticking off your task list.
- A competent and confident communicator in person, over the phone and via email.
- Accountable and responsible – our bookings need to be 100% correct for each trip and it will be up to you to make it so!



- A systems person and technologically literate – you'll be very comfortable working with database systems and Microsoft Excel. Experience using a database program like Ibis is a big plus. Let us know in your cover letter what programs you've used before.
- Happy with some repetitive work.
- Able to see the big picture as well as be all over the details.
- A competent and practical problem solver with a focus on solutions.
- A confident negotiator (or willing to learn).

## **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.
- The person leaving this role is moving to another role at New Zealand Trails, so you'll have plenty of support and training as you find your feet in the position.
- New Zealand Trails works on a standard 36-hour working week. Due to operational requirements, this role works 5 days/40 hours over the summer season (October – March) and 4 days/32 hours over winter (April – September).
- A salaried role working office hours Monday to Friday.
- A powder day policy.
- A dog-friendly workplace.

If this sounds like you, please email [amanda@newzealandtrails.com](mailto:amanda@newzealandtrails.com) with your CV and a cover letter.