



Job Description – Reservations Team Leader

About Johnstons Group

Johnstons Group are market leaders in the Tour Coach Market.

We pride ourselves in having the highest quality tour coach fleet within New Zealand.

Our competitive advantage is the calibre of our team at Johnston's Coachlines. Through this team we are able to deliver the best service to our clients. This is what wins us business and helps to retain the work we currently do.

We have depots in Auckland, Christchurch, and Queenstown. Each depot has an Operations and Driving team and a fleet of coaches to utilise.

In Auckland and Christchurch we have our own in house Mechanical workshops to ensure our fleet is maintained to the highest standard.

At our peak times we employ 200 people nationwide.

We have 3 main activities in the business:

Johnston's Coachlines – operates the group coach charter business. Tour groups, sports groups etc will charter us to provide coach and driver to follow their own prepared itinerary.

Gray Line – We run the Franchise for Gray Line in New Zealand. This is a 'seat in coach' service whereby we have departures on our own set itineraries (mostly day tours) and independent travellers can book a seat on the tour (as opposed to booking the whole coach).

Airbus Express – We provide Operations, Management and Driving services for Airbus Express which is a passenger service from Auckland Airport to the City and return which provides cost effective transport to and from the Airport for tourists and locals alike. The owners of Airbus Express have a management contract in place with Johnstons Group.

Johnston's Group operates a fleet of 126 vehicles nationwide. The company continues to grow and constantly searches for innovative new avenues of business.

Present Situation

The reservations team is an integral part of Johnston's revenue stream and operations. Currently all enquires are received via our reservations 0800 telephone number or via the Johnston's website and email. These are then quoted by our reservation team. The team are responsible for seeing the quote through to finalising a job into the system to ensure operations can effectively schedule a coach and driver for each client.

In a challenging market, building strong service standards to set Johnston's apart from our competitors is vital. Johnston's realise there is an opportunity to improve our level of service to both external and internal customers. The current Reservations Team leader has taken up a new role within the company creating an opportunity for someone who is dedicated to customer service.

Position overview

To build Johnston's customer service we need to change how reservations are interacting with our customers. We believe by doing this we will improve our customers experience with us and position Johnston's in the market where we can set ourselves apart from the competition.

To lift Johnston's customer service there is a requirement to deliver service to set standards at all times of the year. The team are responsible for keeping both customers and operations informed of job status and communicate changes quickly and clearly to both. Attention to detail is vital as reservations are the link to operations providing the correct final service to our customers. After the job is complete, reservations invoice all jobs and follow up all queries within a timely fashion.

There is a requirement to train the team and update operating systems to find efficiencies within the team to increase productivity and service.

The Role

The purpose of this role is to grow Johnston's sales by providing a high level of service to all customers. To achieve this, the person will be working closely with our customers, sales and operations teams while leading the reservations team.

Working with our customers and internal teams the person will develop a level of service within the team that is robust for both the client and Johnston's. The standards will be based around creating timely enquiry turnaround, keeping clients informed of their job progress, handling queries promptly and attention to detail around the information loaded.

Understanding these standards is only the start of the job, from there, the person will need to train and develop the team to excel in achieving the service requirements. This will require the person to spend time with each team member on a regular basis training and providing constructive feedback on their progress.

Being a vital link to Johnston's success, leading the reservations team to communicate with sales and operations team is essential. The link between reservations and sales requires effective communication to direct the sales team to sales opportunities. As reservations receive most of Johnston's new enquires first-hand the team need to communicate these with the sales team to allow us the opportunity to convert these customers in to account clients. With the operational side the focus is on accurate information. This will be created by regular meetings with both Operations and Sales Managers to enhance information flow.

Working closely with sales you will be able to understand Johnston's margin expectations and costing's to ensure the team contribute towards our company's results. Being the revenue

gateway for Johnston's, it is imperative to ensure success with the right pricing. You will work with the sales team to strengthen Johnston's revenue with regular price reviews.

The role is for someone who is driven by success and has the drive to deliver a high level of service to all customers and can communicate well both internally and externally.

Behaviours: (What we expect from you in your role)

Objective	Behaviour
This role is pivotal in growing and maintaining the excellent relationships that Johnston's has with its customers	You will need to be able to work successfully with a wide range of people – maintaining professionalism and respect as you deal with, sometimes, difficult issues and people.
You are accountable for achieving the reservations budgets.	A track record of performance and delivering results is necessary. A 'no excuses' mentality where you succeed through being organised and professional is essential. You must be prepared to take personal responsibility for the performance of you and your team's actions.
You will need to set the standards and then inspire, manage and lead the process ensuring that nothing is left to chance.	You must be able to contribute, to set and lead standards for others to buy in to and strive for. These standards will not be preset for you.
You will ensure that Johnstons Group interests remain uncompromised. This will need to be done in such a way that we do not 'burn' relationships with our customers and our wider Johnstons Group team.	You are able to broker an outcome that is agreeable and constructive for all concerned parties.
You have an understanding of the concept that a sale is not complete until the cash comes in. You are able to have the 'tough' conversations with your customers in regards to keeping to our terms of trade.	Your customer base complies with our terms of trade.
Success in bringing in a deal comes as a result of a collaborative effort. Bringing the right and most appropriate person into the mix at the right time, sharing your deals and where you are up to.	You are egoless in your results. The interests of the sales team and the wider Johnston Group are regarded as paramount.

Competencies: (What we are looking for when we interview)

Intelligence

Many tasks are complex and require intelligence, concentration and focus. You need to be able to keep pace with a variety of intelligent people both inside and outside the business.

A strong skill set around listening to a customer's requirements and closing a deal

The ability to negotiate, listen and deliver an acceptable solution to the customer.

Can work within a team environment

Demonstrates the ability to work within a team environment.

Leadership / Change management / People rapport

A natural unforced ability to inspire people to give their utmost towards the group objective.

Have the ability to create in others the willingness to embrace and drive change.

Must be able to size up people and situations quickly and respond accordingly.

Integrity and Values

Be open and honest in all facets. Live the Johnstons Group values.

Initiative

Have the ability to identify opportunities and follow through energetically with a plan or task. Be able to break down barriers and enlist support to achieve the desired results

Customer focus

You must be able to display the ability to see the situation through the eyes of our customer.

Independence

Have the unique ability to independently think yet involve others in your decision making process.

We seek a person who can lead the business toward a goal ahead of seeking 'marching orders'.

Persuasive / Negotiation

Able to get your point of view across with a view to engendering buy in to the intended result ahead of imposing your position on others.

Able to achieve successful outcomes with staff and customers by gaining their confidence in your approach and being effective with your communication of desired outcome

Ability to Communicate

Have the ability to communicate, lucidly and forcefully both verbally and on paper. Demonstrate the ability to actively listen to accurately understand others

Power of Analysis / Judgment / Decision Making

The ability to break complex problems down to simple elements and solve them logically and then use the results to make sound and reasoned decisions.

First year accountabilities and measurements:

You will be measured in a number of ways, generally these include:

Leading the Reservations Team:

- Create a set of standards that enhances customer service
- Improve efficiencies within the team
- Create an environment that has an eye for detail – accurate information for operations
- Train the team so all members can perform all tasks within reservations
- Develop an operating standard to improve internal processes
- Achieve set targets on a monthly basis

Account Management:

Build relationships with existing clients in a way that enhances our position with each client. This includes:

- Reply to all enquires within 24 hours
- Build understanding with the clients and their needs
- Build understanding with the client of our product
- Follow up with clients on each stage of the booking process
- Communicate customer information with the sales team in a timely manner

Administration and systems

- Constantly improve on systems relating to all aspects of the role in consultation with the sales team.
- To adopt a continuous improvement mentality and approach relating to all aspects of Johnstons Group customer performance.
- To participate in the development of computer management systems through accurate communication of requirements and software specifications needed.

Responsibility for own paperwork

Whilst we measure results actively and seek to enhance our business based on these measurements we judge people first and foremost on attitudes and behaviours.

Reports to:

Graham Southall – Sales and Marketing Manager

Domicile:

This position will be based at our head office in Mangere



Ownership

We are responsible for our own actions and results. This fosters our “can do” attitude which enables us to continually improve, finding solutions to achieve our goals.

Leadership

We all display the ability to identify opportunities in our everyday environment and use our initiative to make a positive difference – for ourselves, our customers and our suppliers.

Teamwork - People are the heart of our Company

Johnstons is one team. We support, respect and assist each other. By working positively together, we achieve more than as individuals.

Honesty – Doing the right thing

Honesty is the cornerstone of Johnston’s. We are honest in our actions, our effort and with ourselves. We choose the more difficult path of being constructively honest in our communication and relationships.

Work Ethic

With effective planning and hard work we seek new and innovative ways to push our boundaries and constantly improve. We strive to lead by achieving excellence in everything we do.