

Position Description

Position Title:	Experience Lead	Date:	2024
Reporting Manager:	Branch manager or delegate	Location:	New Zealand
Direct Reports:			
Our Purpose	Placing you in the driver's seat to create lifelong memories		
Our Vision	Memorable Experiences for Everyone Every Time!		

Our Values



Team and Job Purpose

Position Purpose	To assist the Branch Team Leader in providing a seamless customer experience by delivering exceptional vehicle life cycle management.
-------------------------	---

Key Responsibilities (KR's) Job holder is accountable for:	Key Performance Indicators (KPI's) Job holder is successful when:
Customer Experience Delivery <ul style="list-style-type: none"> Ensure customers consistently experience a professional, high quality and timely service Resolve all customer complaints effectively and timely escalation to the Branch Team Leader when required Provide accurate information and assistance on all customer queries including product knowledge and 	<ul style="list-style-type: none"> Best practice service standards Customer issues and queries are handled in a professional and timely manner JUCY brand is positive Customer satisfaction increases Product knowledge and sales opportunities increase productivity

<p>general enquires</p> <ul style="list-style-type: none"> • Ensure all bookings are processed accurately and that payments processed adhere to Travvia policies and procedures 	<p>and profitability of the JUCY business</p> <ul style="list-style-type: none"> • Reduction in complaints • Health and safety standards are adhered to
<p>Project Management</p> <ul style="list-style-type: none"> • Provide support to and lead relevant projects as required 	<ul style="list-style-type: none"> • A valued member of the project team
<p>Fleet Operations</p> <ul style="list-style-type: none"> • Ensure that a vehicle is never dispatched over service, in a poor mechanical condition, within an expired COF, RUC, Rego, Fuel up required or faulty domestic equipment. • Establish and maintain effective supplier and service centre relationships. • Work with Mechanics on minor domestic car/campervan repairs. • Claims forms are completed and filed within defined SLA. 	<ul style="list-style-type: none"> • Fleet is allocated efficiently • JUCY yard is organised to achieve operational efficiency with fleet movements • Fleet availability is accurate. • Availability is managed through prioritisation of maintenance work.
<p>Detailing Operations</p> <ul style="list-style-type: none"> • Ensure that vehicles are always dispatched with interior and exterior groomed to the Jucy standards. 	<ul style="list-style-type: none"> • Vehicles are detailed efficiently in a timely manner.
<p>Health and Safety</p> <ul style="list-style-type: none"> • Comply with the relevant Health and Safety legislation standards by adhering to Group wide policies and procedures • Actively participate in and promote a safe work culture, both individually and as a team • Ensure all accidents, incidents, hazards and near misses are reported and where possible minimised 	<ul style="list-style-type: none"> • JUCY worksite is a safe environment for all employees, visitors and contractors • Lost time and medical time injury frequency rates are reduced as a result of an active and engaged approach to workplace safety



<ul style="list-style-type: none"> • Take an active role with Return to Work (RTW) • Provide feedback and suggestions to management on a regular basis for improvements to Health and Safety practices and processes 	
<p>Relationships and Communication</p> <ul style="list-style-type: none"> • Establish and maintain excellent relationships with all stakeholders and colleagues through effective networking and development of high value relationships <p>Effectively manage, or escalate, controversial issues, where there may be numerous stakeholders and perspectives</p>	<ul style="list-style-type: none"> • Positive relationships with key stakeholders are developed and maintained
<p>Continuous Improvement Initiatives</p> <ul style="list-style-type: none"> • Identify, recommend, and report on opportunities for business process and system improvements always asking, “how much better can it be?” • Actively contribute to and work with colleagues and relevant parties to develop and implement business improvement projects and initiatives <p>Group wide Keep up to date with changing market conditions and apply learnings where appropriate</p>	<ul style="list-style-type: none"> • All business improvement initiatives and projects are implemented in a timely manner resulting in positive outcomes • A collaborative approach is achieved through working effectively with colleagues and external parties • Excellence is achieved by keeping up to date with best practice standards and continually identifying improvements
<p>Health and Safety</p> <ul style="list-style-type: none"> • Comply with the relevant Health and Safety legislation standards by adhering to Travvia wide policies and procedures. • Actively participate in and promote a safe work culture, both individually and as a team. 	<ul style="list-style-type: none"> • Travvia worksite is a safe environment for all employees, visitors and contractors. • Lost time and medical time injury frequency rates are reduced as a result of an active and engaged approach to workplace safety.
<p>Travvia Obligations</p> <ul style="list-style-type: none"> • Adhere to the Travvia philosophy and the philosophy of our brands (JUCY and Star RV) 	<ul style="list-style-type: none"> • Travvia and our brands are seen as positive both internally and externally.



<ul style="list-style-type: none"> Promote and represent Travvia and our brands positively at all times. Live the brand values: Open hearts and open minds; Without us we are nothing; We live and breathe adventure, Our own journey will never end. 	<ul style="list-style-type: none"> NPS target is achieved as a result of exceptional customer experience delivery. eNPS targets are achieved as a result of our commitment to our people.
---	---

Competency	Description of Required Competency
<ul style="list-style-type: none"> Customer Orientation: Service orientation, setting & meeting JUCY, Star RV and Travvia customer service standards. 	<ul style="list-style-type: none"> Builds strong relationships with internal and external customers. Accepts personal responsibility for service quality. Responds quickly to meet customer needs & resolve problems
<ul style="list-style-type: none"> Results Orientation: Achieving results, motivation & drive, planning & organising, managing performance. 	<ul style="list-style-type: none"> Takes action when required and does not procrastinate. Plans, organises & prioritises own work effectively. Sets standards for excellence & strives to exceed them.
<ul style="list-style-type: none"> Problem Solving & Decision Making: Judgement, problem solving, conceptual thinking, producing solutions. 	<ul style="list-style-type: none"> Reacts quickly & makes good decisions under pressure. Pursues work with drive and persists to accomplish a task despite obstacles
<ul style="list-style-type: none"> Teamwork: Communication, encouraging ideas, cooperation, respect for others. 	<ul style="list-style-type: none"> Listens to others' views & exchanges good ideas to improve performance. Appreciates & respects the different perspectives of people around them and shows understanding of others' behaviour. Supports other teams when they need assistance
<ul style="list-style-type: none"> Personal Leadership: Confidence, resilience, coping with pressure, trustworthiness, positively influencing others 	<ul style="list-style-type: none"> Demonstrates a positive attitude toward work and takes pride in work and that of the organisation. Takes responsibility for accomplishing work goals and for one's own decisions and actions
<ul style="list-style-type: none"> Learning & Development: 	<ul style="list-style-type: none"> Focuses on taking action to show an interest in personal & professional



<ul style="list-style-type: none"> Developing oneself, willingness to learn, accepting feedback, self-awareness 	<p>learning and development to improve own performance.</p> <ul style="list-style-type: none"> Understands the impact of own behaviour on others Modifies behaviour based on feedback or self-analysis of past mistakes
--	---

<ul style="list-style-type: none"> Person Specification 	<ul style="list-style-type: none"> Description of Required Education/Experience/Skills
<ul style="list-style-type: none"> Education 	<ul style="list-style-type: none"> Essential: Desired: Tourism, Customer Service, Hospitality qualification or similar
<ul style="list-style-type: none"> Experience 	<ul style="list-style-type: none"> Experience in customer service delivery Previous sales experience
<p>Key Capabilities</p>	<ul style="list-style-type: none"> Awareness of Health and Safety practises in the workplace Ability to communicate effectively to complete the assigned task Excellent customer service skills Good conflict management skills Good negotiation skills
<p>Relationships</p>	<p>Internal: Across JUCY group External: Customers, Agents, Suppliers</p>
<p>Other relevant factors</p>	<ul style="list-style-type: none"> Ability to work varied shift work on a roster system Ability to work weekends

This job description has been designed to indicate the general nature and level of work performed by employees within this position. The actual duties, responsibilities, and qualifications may vary based on assignment or group. Travvia is an equal opportunity employer and does not discriminate against individuals on the basis of race, gender, age, national origin, religion, marital status, veteran status, or sexual orientation.

