

Thank you for enquiring about our **Adventure Consultant** role at Glenworth Valley Outdoor Adventures (GVOA), Australia's largest horse riding and outdoor adventure centre.

GVOA is a multi-award winning, adventure tourism business specialising in horse riding, kayaking, quad biking, abseiling, laser skirmish and corporate team building activities. We also offer camping and horse agistment services and have recently added a new event centre and accommodation to our diverse range of experiences available on our 3000 acre wilderness property. We have been in business for more than 40 years and employ a team of 25 full time and approximately 80 part time and casual staff.

Glenworth Valley is located 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford. Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural surroundings and the enjoyable type of work we do. To familiarise yourself with the nature of our businesses, please visit www.glenworth.com.au

What are we looking for

We require the services of an exceptional Adventure Consultant to be the first point of customer contact for our business. Whether you are answering phone enquiries or email communications in a proactive and professional manner or greeting, welcoming and checking customers in before they commence their adventure activities with us. We are looking for someone who enjoys providing high quality customer service in and happy and helpful manner as you promote, cross-sell and upsell the wide range of experiences we offer. The type of person we are looking for is someone who is happy and enthusiastic and enjoys working with a friendly team of people in a fun environment. All applicants must be non-smoking and will be assessed using the answers provided in the GV application form and against the list of key result areas in the position description.

We currently have 2 adventure consultant roles on offer:

- The first is a full time position for an adventure consultant to work 5 days a week from Thurs to Monday inclusive
- The second role is for an adventure consultant to work casually as required. If you are only interested in the casual position please indicated on the GVOA application form when you would be available to work ie only on midweek days, only on weekend days or if you are available on both weekends and midweek days.

Rates of pay

The successful applicant will be rewarded with a base rate of pay which is approximately \$24 per hour (or the Mon – Fri equivalent of \$50,000 per annum) for Mon – Sat work, \$36 per hour for work done on a Sunday and \$60 per hour for work done on a public holiday, plus superannuation. Best of all will be joining a high quality, well established business operating in a satisfying and rewarding role. All rates are before tax and annual pay increases will be based upon the successful achievement of all the requirements of the position description.

The hours of employment are typically either 8.30am to 5.00pm or 9.00am to 5.30pm for Mon – Fri work and 8.00am to 5.30pm on weekends and other days (to be agreed upon on commencement) with 30 minutes for lunch. The successful applicant must be available to work during all school holidays.

What to do next

Please fill out the application form enclosed and return it and your resume ASAP via email to employment@glenworth.com.au.

If your initial application is successful, we will contact you to arrange an interview. Once again, thank you for your enquiry.

Yours sincerely,

Mary Rayner
Chief Executive Officer

Position Description

Title:	Adventure Consultant
Reports to:	Senior Adventure Consultant and Business & Human Resources Manager
Direct reports:	N/A
Hours:	This is a permanent full time role from either 8.30am – 5.00pm or 9.00am – 5.30pm Monday to Friday (to be agreed upon on commencement) and 8.00am – 5.30pm on weekends.
Breaks:	Lunch 30 minutes
Last Updated:	July 2018

GLENWORTH VALLEY OUTDOOR ADVENTURES

Our Mission	Deliver outstanding Adventure Experiences including Camping & Accommodation activities, Agistment services and Events that operate in accordance with the highest levels of customer satisfaction, safety standards and professional business practices.
Our Vision	Glenworth Valley Outdoor Adventures will be recognised as Australia’s leading provider of outstanding Adventure Experiences, Camping & Accommodation, Agistment and Events.

Purpose of the role	Provide excellent quality customer service as the first point of contact for customer facing, phone and email enquiries in a manner which maximises the conversion of enquiries into bookings. Provide a high standard of general administration services.
Key Result Areas	<ul style="list-style-type: none"> • High Quality Customer Service • Generating Sales • Customer Relations • Booking System Support • Administration
Key Behaviours	<ul style="list-style-type: none"> • Planning and Organisation – Effectively plans for and implements daily and weekly task lists, achieving them in a timely and coordinated manner. • Communication Skills – Takes the initiative to communicate accurate, up to date information to customers and work colleagues. Expresses thoughts clearly, both verbally and in writing. • Time Management – Manages a variety of priorities and responsibilities in a timely efficient manner. • Responsiveness – Recognises and responds to unanticipated events and requirements. • Initiative – Actively seeks opportunities to make a contribution rather than passively accepting situations. • Interpersonal skills – Establishes productive, cooperative relationships.

Performance Outcomes

Customer Service & Sales	<ul style="list-style-type: none">• Promote, cross-sell and upsell Glenworth Valley Outdoor Adventure experiences for all customer facing, phone, Facebook and email enquiries in a high-quality manner that encourages customers to participate in our activities• Maximise the conversion of horse riding, quad biking, kayaking, abseiling, laser skirmish, camping, accommodation, lessons and school holiday camps enquiries into sales/bookings• Check-in customers and answer customer enquiries in an efficient and professional manner• Cross-sell or upsell wherever possible• Always provide customers with accurate product information• Consistently provide excellent quality customer service in a happy, helpful and professional manner
Customer Relations	<ul style="list-style-type: none">• Attend to all phone, email, Facebook, and customer enquiries through the check-in area in a prompt, courteous manner• Enter bookings into our online reservation system with a high degree of accuracy and efficiency• Attend to booking requests and queries from 3rd party booking agents• Log all incident reports and ensure they are followed up and finalised by others• Oversee lessons, including timetables, bookings and reconciliation of attendees and liaising with instructors and customers• Assist with booking a range of events and large group bookings such as gymkhanas, school holiday camps etc.
Administration	<ul style="list-style-type: none">• Attend to email and mail correspondence in a prompt and courteous manner• Assist with data entry, photo program and customer survey programs• Reconcile and invoice verification for lesson instructors• Issue horse paddock location updates and Horse Tail newsletters (including formatting) to agistment customer database• Prepare camping documentation/information, allocate and direct campers where to set up their camping sites• Wherever possible, provide administrative support to the Senior Adventure Consultant/Admin and other managers and team members
Booking System Support	<ul style="list-style-type: none">• Print customer manifest sheets for lesson instructors• Ensure that all pre-authorisations are prepared and provided to the Activities Manager to action• Ensure all bookings have been paid for and pre-authorisations completed before customers arrive for their activities
Valley Event Centre	<ul style="list-style-type: none">• Responsible for the opening and closing of the Reception Check-in area, Shop and the entire building, by adhering to the opening and closing procedure• Responsible for selling and stocking food and beverages, and merchandise• Responsible for maintaining a daily float, reconciling the till and providing a daily banking report• Responsible for monthly stock takes for all items that are sold

Position Qualities, Skills and General Requirements

Essential Qualities and Skills	<ul style="list-style-type: none">• Capable of providing high-quality customer service• Excellent written and verbal communication skills• Exceptional attention to detail• Competent with PCs, particularly Word and Excel• Experience with general office administration duties and procedures• Methodical and highly organised and able to prioritise and work at a hectic pace during busy times• Problem-solving ability and initiative• Someone who is happy, enthusiastic and enjoys working with a friendly team of people in a fun environment and who can also work autonomously
Desirable qualities and skills	<ul style="list-style-type: none">• Experience using online reservation/booking systems• Knowledge or interest in horse riding, kayaking, abseiling and quad biking activities• Knowledge or experience in the tourism, recreation or hospitality industries
General Requirements	<ul style="list-style-type: none">• Must be available to work full time during school holidays• Own transport• Work as directed• Glenworth Valley is a non-smoking work environment