



Effective for: 2010/11

JOB DESCRIPTION

NAME: **REPORTING TO:** Purchasing Manager – Intrepid Suntrek

POSITION TITLE: Purchasing & Reservations Coordinator **DIRECT REPORTS:** Nil

DEPARTMENT: Intrepid Suntrek **LOCATION:** Santa Rosa, California

POSITION PURPOSE:

The Purchasing and Reservations Coordinator provides administrative support and assistance to the Purchasing Manager to ensure the successful and profitable management of the purchasing and reservation function at Intrepid Suntrek. This includes liaising with operators (hotels/campgrounds), making bookings, setting trip budgets, researching alternative service providers and assisting in the development new product. This role will also work closely with the Operations Department to assist in the successful running of trips.

QUALIFICATIONS AND EXPERIENCE

Extensive travel experience in the USA and a passion for travel
 Outstanding attention to detail, plus organisational and customer service skills
 Experience in analysis and creating reports
 Strong project coordination skills - planning and monitoring projects
 Strong knowledge and experience of Microsoft Excel and Word
 Sales or Marketing qualifications and/or experience advantageous

OTHER SKILLS AND ATTRIBUTES

Computer savvy with the ability to learn new computer systems quickly
 Flexible and adaptable to handle a multitude of tasks that may be on the go at the one time
 Excellent communication (verbal & written) skills
 Able to work independently and with a team
 Willingness to travel if required domestically and internally
 An understanding of and belief in Intrepid's Responsible Travel philosophy
 Commitment to Intrepid values
 A strong knowledge of Intrepid's style of travel, operating systems and trips
 Friendly, with a sense of humour and a smile!

Accountabilities	Key Performance Indicators
Ensure accurate reservation information sent to suppliers and pre trip information accurate and to a high quality	Accuracy and timeliness of bookings Average passenger feedback rating - overall experience Average overall interaction rating Timeliness and accuracy of Starship Reports
Maintain excellent working relationships with all suppliers and local operators	Supplier feedback
Assist in consistently improving Intrepid Suntrek's contract rates and productivity levels	Trip Price reduction provided to ITPL (parent company)
Develop and maintain reports to evaluate supplier performance	Supplier performance indicated by Pax enjoyment rating; Suppliers to be audited for performance each quarter
Work with Manager to actively seek new or alternative suppliers	Number of new or alternative suppliers sourced/researched
Assist Purchasing Manager with specific tasks or projects as required	PM's feedback
Assist in developing Intrepid's range of itineraries	Information provided within agreed timeframes
Assist in the establishment of purchasing systems and processes which meet Intrepid Suntrek's business needs and aligns with the global business	Agreed processes and systems are implemented within timeframes
Assist to develop and update trip budgets	Cost effectiveness