

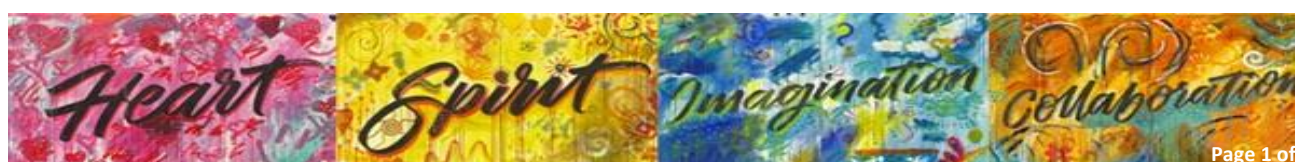


Position Snapshot

Position Title:	Product Coordinator
Business/Division/Department:	Virgin Australia Holidays
Location:	Brisbane
Reports to:	Senior Product Specialist
Direct reports:	None
Date:	October 2017

Overall Impact Statement

We are seeking a Product Coordinator to join the Virgin Australia Holidays team to load travel product contracts into our tour operator system and website. Our Product Coordinator will work closely with the product team, the call centre and external suppliers to ensure contracts are entered with speed, accuracy and efficiency.



Organisation Context

Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service. Virgin Australia Holidays is the holiday program of Virgin Australia providing holidays, events and unique experiences to our guests.

The Group employs around 9,500 people in Australia, New Zealand, the United States and the United Kingdom. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialties to join our award winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values of Heart, Spirit, Imagination and Collaboration, we can do things that most people would think impossible.

As a result every person that we come into contact with; our guests, our customers, our colleagues and the community will feel and experience better outcomes, based on the interactions we have with them.

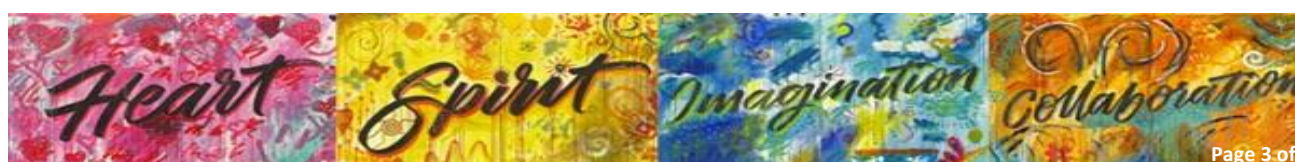
Key Accountabilities

- Prepare and load contracts into the tour operator system and for sale in our website.
- Load product contracts accurately in line with supplier terms, descriptions and imagery.
- Liase with suppliers regarding contracts and with the internal stakeholders product, marketing, finance and call centre
- Support the call centre sales team with queries about product on sale, and brief teams about product available for sale and operations team about fulfillment related queries
- Ensure quality of data loaded into the system for sale
- Manage pipeline of products to be loaded and manage priorities in line with business objectives
- Manage normal business operations with suppliers regarding product contract updates or new products
- Product reports of the products sold to track maximum sales opportunity and limiting loading errors
- Support the product team with ad hoc product support including prize winners, vouchers, gift cards and team briefing documents
- Attend training session and familiarisation sessions carried out by suppliers and tourism bureaus to improve product awareness



Key Requirements

Essential	Desirable
<p>Minimum 1-2 years experience in a similar travel product loading/coordinator role, with strong communication skills</p> <p>Must have strong typing skills, with proven computer literacy and administration experience required</p> <p>Understanding of Tour Operator systems such as Travelbooster, Tour Plan or Calypso.</p> <p>Understanding of a content management system for uploading content to the website (Oracle, Drupal or similar).</p> <p>Full knowledge of Microsoft Office packages (for reporting and briefs)</p> <p>Previous experience working with suppliers such as hotels, car hire companies, and airlines desired</p> <p>Previous tourism or travel agent experience desired</p> <p>Ability to deliver high-quality service and demonstrate commitment to the company's customers and stakeholder which delivery front line to our customers.</p> <p>Proactively collaborate with team members to continuously improve service delivery.</p> <p>Ability to flexible and work independently, proactively and efficiently in a fast pace and changing environment.</p>	<p>Knowledge of a GDS systems, Travelport Galileo, Sabre or Amadeus.</p> <p>knowledge of Adobe Photoshop or similar to size images and update HTMLs.</p> <p>Knowledge of creating website banner or tiles using Adobe Dreamweaver.</p>



Competencies

Role Competency Requirements	
Competency Name	Behavioural Descriptors
Delight Customers	
Communicate and Engage	<p>Engages with others, clearly conveying information and facts</p> <p>Participates in 2-way conversations, listening and discussing issues credibly and thoughtfully</p> <p>Clarifies own understanding and embraces alternate views</p>
Connect and Partner	<p>Works constructively in and across teams, viewing every interaction as an opportunity to collaborate</p> <p>Displays passion for sharing knowledge and ideas</p> <p>Informs team about work and progress</p>
Embrace Change	
Innovate and Improve	<p>Identifies issues in existing systems and processes that may not be obvious to others</p> <p>Challenges the status quo and offers progressive ideas and solutions</p> <p>Recognises ideas of all stakeholders and encourages innovative approaches</p> <p>Embraces digital opportunities in data analytics to improve processes and customer insights</p>



Diversity of Thinking	<p>Encourages others to bring whole self to work and contribute freely to support creativity and understanding of customers and stakeholders</p> <p>Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes</p> <p>Expresses own point of view and challenges basic assumptions</p>
Strategy and Direction	
Drive Business Outcomes	
Motivate Self and Others	<p>Coaches and mentors others, facilitating their development and encouraging initiative and action that contributes to Group's outcomes</p> <p>Proactively seeks and reflects on feedback to identify development opportunities</p> <p>Instils confidence in self and others to embrace challenges and opportunities, recognising and celebrating successes</p>

