



# POSITION VACANT

## Charterplus Consultant

ComfortDelGro Corporation Australia is the largest private bus operator in NSW. Our subsidiaries, Qcity, Hillsbus, Hunter Valley Buses and Blue Mountains Transit, provide passenger transport services to Queanbeyan and Canberra, Sydney's North West, Hunter Valley and Blue Mountains regions. We are part of an international company with an impressive global footprint and a reputation for providing a safe and reliable public transport network that meets customer and community needs.

### ***The Role:***

We are seeking a bright and confident Charterplus Consultant to join our team at the St Marys Depot. You will be responsible in assisting the Charterplus Manager to ensure the delivery of services in a timely, efficient and cost effective manner and ensure Charterplus performs in accordance with the company's expectations, standards and operating procedures.

### ***Key Responsibilities:***

- Answering customer enquiries on charter services and provide accurate quotes.
- Enter and maintain accepted quotes and bookings into the charter system and invoice daily bookings upon completion of the charter.
- Coordinate with other Depots of CDC to cover charter work where required.
- Maintain exceptional customer service and ensure all complaints are dealt with in a timely manner.
- Maintain existing and new contracts for regular charter services.
- Liaise with bus sub-contractors and maintain the documents for bus sub contracted companies.
- Ensure all employees adhere to CDC's policies and procedures.

### ***Skills, attributes and experience which are essential to succeed in this role:***

- The ability to work with minimum supervision in a changing and demanding environment.
- Acceptance of personal responsibility and accountability with organisational skills and the ability to meet deadlines.
- Ability to work in a changing, fast paced and challenging environment.

- Well-developed problem solving and analytical skills.
- Effectively and efficiently work towards achieving company and personal KPI's and targets.
- Demonstrate the proficiency to work with PC applications.
- High level written communication, interpersonal and influencing skills to confidently deliver outcomes with stakeholders both inside and outside the organisation.
- A pragmatic, professional and energetic approach to 'getting things done' with a high level of independence and autonomy.

The role represents a career development opportunity to become a fundamental member of ComfortDelGro Corporation's Charterplus Team.