

Role Profile: Travel Money Specialist

The Currency Exchange

The position is primarily taken up with Currency Exchange transactions – these are face-to-face, by phone and via email. This involves selling our range of FX products - Cash and Prepaid Debit cards - as well as repurchasing the same from our clients and overseas visitors.

Duties and Responsibilities include:

- Ensuring accurate transactions are performed culminating the daily balance of the till (Over 30 currencies are held at a time)
- Accurate completion of related paperwork and distribution to relevant people.
- Completion of AUSTRAC reporting as required (anti-money laundering)
- Dealing with customers in a professional manner (face to face and on the phone)
- Weekly Stock Management

Personal Qualities

- Able to enthusiastically embrace company initiatives and policies
- Operate effectively and maintain accuracy and concentration in a stressful and pressurized environment, responding to tight deadlines and high volumes.
- Ability to work in a security environment
- Able to gain respect as a company representative
- Able to show commitment to completing tasks within specified time limits.

Knowledge and Experience

- Ability to recognize both local and foreign currency
- Comprehensive product knowledge in currency exchange arena ie
- Prepaid Debit Cards, foreign cash and Travellers' Cheques
- Detailed knowledge of company foreign exchange procedures including regulations and restrictions.
- A complete knowledge of company security instructions and procedures.
- A general understanding of foreign exchange markets – trends and operations.
- Detailed and up to date knowledge of competitors activities - charges, rates, promotions and regulations.
- A sound knowledge of our computer systems including out point of sale system
- Thorough knowledge of company accounting systems and procedures.
- Good knowledge of travel products sold within Australia.

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Human Relations Skills

- Able to supply clear routine reports and memos to colleagues
- Capable of communicating verbally with customers, colleagues and business partners on a one to one basis, always being accurate, clear and concise.
- Ability to handle complaints with tact and diplomacy
- Ability to share knowledge with the team and motivate the team to develop Foreign Exchange knowledge and promote services whilst developing team relationships
- Have fully developed selling skills ie up-selling and cross selling.

Thinking and reasoning

- Ability to identify local marketing initiatives, including new business opportunities and promotional activities.
- Ability to solve routine problems within established defined guidelines and under direct supervision.
- Able to effectively display organisational skills incorporating time management ie exchange rates, banking and balancing.
- Ability to plan and work to budget and identify opportunities to action cost control.
- Able to understand and rectify routine problems relating to operations within established guidelines.

Numerical Logic and Information Technology Skills

- Ability to understand and analyse end of day reports.
- Must be able to use the point of sale system.
- Ability to display high level of accuracy in all transaction calculations
- Be able to access and produce routine numerical computer and manual reports to relevant departments.
- Able to understand and effectively calculate margins

Physical skills

- Capable of keyboard skills at an average speed
- Able to lift and move heavy boxes on occasion
- Able to operate office equipment
- Able to accurately count both local and foreign currency

Employment Terms:

- Salary - around \$40-45,000 PA full time, pro-rata for part time.
- Superannuation 9% as standard
- Bonus scheme based on team sales performance.
- Employment Terms as per the Retail General Award (level 7 during training, then level 8 when fully trained)
- On going training provided