

# JOIN OUR TEAM



## Position Description

Explore  Australia

### Tour Guide and Driver

Effective March 2023

#### Key Position Information

Department:	Explore Australia
Reports to:	Operations & Business Development Managers
FTE:	Permanent, Casual and Seasonal roles available
Primary locations:	Bus Depot - 148-150 Cowper Street, Footscray, Victoria Head Office - 1 Wharf Street East, Queenscliff, Victoria Westernport Ferry Terminal - 1 Stony Point Rd, Crib Point, Victoria French Island - Tankerton Jetty, French Island, Victoria Tidal River - Wilson's Promontory

#### Position Purpose

Explore Australia is about delivering unforgettable journeys with that 'local' feel that takes our guests to the best locations and attractions at an affordable price within Victoria and the rest of Australia.

We're looking for vibrant, passionate, and captivating tour guides to join our team.

We want our travelers to experience only the very best with us. This role will see you develop strong relationships with customers, agents, and our partners to ensure a smooth and enjoyable experience with Explore Australia.

Objectives	Key Performance Indicators	Weighting
Continuous Improvement	<ul style="list-style-type: none"> <li>Give regular feedback to management on how processes and systems can be improved</li> <li>Work with management on new tour routes</li> </ul>	10%
Excellent Experiences	<ul style="list-style-type: none"> <li>Ensure a high level of customer service &amp; excellence throughout the customer experience chain</li> <li>Understand what the customer's expectations are when travelling and seeking to add value wherever possible</li> <li>Ensure tours are informative, fun &amp; unique</li> <li>Communicate closely with booking agents to ensure all tour requirements are met</li> </ul>	50%
Health & Safety	<ul style="list-style-type: none"> <li>Adhere to all company policies regarding the safety and wellbeing of staff and customers</li> <li>Abide by the Company's Covid Safe Plan</li> <li>Participate in safety programs which are intended to improve the Company's safety performance</li> <li>Follow all safety guidelines &amp; ensure guests remain within designated areas whilst on tour</li> </ul>	30%
Relationships	<ul style="list-style-type: none"> <li>Maintain a healthy rapport with current and past customers</li> <li>Communicate effectively with all internal teams</li> <li>Approach all tasks with a "can-do" attitude</li> </ul>	10%

## Key Relationships

Internal	Operations & Business Development Managers Marketing team Fellow tour guides
External	Customers Agents/fellow tour operators Venue management & employees Repairs & Maintenance Providers

## Required Credentials

Qualifications	<p><b>Essential</b></p> <p>Current driver's license with a minimum Light Rigid License (LR) or above            Drivers Accreditation Certificate</p> <p><b>Desirable</b></p> <p>First Aid Level 2 Certificate (or willingness to gain)            Working with Children's Check (or willingness to gain)            Advanced driver's course            Remote wilderness 1<sup>st</sup> aid course            Eco guide certification            Tourism, Leadership or Outdoor education courses</p>
Experience	<p><b>Essential</b></p> <p>Clean Driving Record</p>

Knowledge	<p><b>Essential</b> Comprehensive knowledge of local points of interest relevant to tour locations Enthusiasm to build on this local knowledge</p> <p><b>Desirable</b> Knowledge of the broader Australian tourism industry</p>
Qualities	<p><b>Essential</b> Confident public speaking skills Outgoing personality Punctual, reliable, and flexible Maintain a positive, friendly demeanor at all times Flexible schedule to work on weekends</p>

### Main Duties

- Provide unique and memorable tours
- Ensure customer experiences far exceed their expectations through personable tours
- Always ensure the safety of staff and passengers
- Stay up to date with local knowledge and points of interest