

Job Description - Operations and Kiwi Guide Manager

Job Summary

As Operations & Kiwi Guide Manager, your primary objective is to ensure our Operations are conducted safely to a high level of client satisfaction. You will select, manage and maintain excellent relationships with Kiwi Guides. You report to the Head of Operations (HOO). You have line management responsibility for the Kiwi Guides (independent contractors) supported by the Operations Team.

MoaTrek Goals and Performance Expectations

Collectively, we know we are performing well when our tours are booked, marketed, sold and operated maximising efficiency and workload of the Kiwi Guide team and vehicle fleet without compromising tour quality. The model our business is based on is approximately 35 MoaTrek tours and approximately 80 MoaTours run per season.

Peak tour operations are conducted September through May providing a long working season for our Kiwi Guides, maximising quality and retention of Kiwi Guides. In order to achieve this, excellent communication is required between all departments in regards to the booking and opening of departure dates that are most saleable and possible to operate with Kiwi Guide and fleet resources without placing undue pressure on the system.

Role Goals and Performance Expectations

This role contributes to MoaTrek's success by working as part of the Operations Team to manage tour operations effectively and efficiently, leading our team of Kiwi Guides and delivering the following.

Key Performance Measures

Team Bonus KPI's – if Team Bonus KPI's are met bonus of \$3000 paid in July

1. MoaTrek Team KPI

Tours booked, marketed, sold and operated maximising efficiency and workload of Kiwi Guide team and vehicle fleet without compromising tour quality. The model our business is based on is approximately 35 MoaTrek tours and approximately 80 MoaTours run per season

35 MoaTrek departures x 16 pax = 560 pax

80 MoaTours departures x 16 pax = 1280 pax

Individual Bonus KPI's – if Individual Bonus KPI's are met bonus of 10% of salary paid in July

1 Kiwi Guide Leadership and Management: KPIs.

- a. Scheduling of Kiwi Guides with majority of scheduling to be completed by 1st of June.
- b. Trip Advisor Feedback with a minimum of 95% 5 stars.
- c. A minimum target of 95% positive feedback on Kiwi Guides (from all sources).
- d. Kiwi Guide HR documentation kept up to date and accurate

e. JD's and contracts reviewed and updated annually prior to issue.

2 Operations and Tours Management KPIs.

- a. 100% Client satisfaction as measured through Client Feedback Forms and Reviews.
- b. 100% Operations Manager tasks covered through full season as an Operations Team.
- c. 100% Fleet Manager tasks covered working as an Operations Team.

3 Health and Safety Support KPIs.

- a. New Health and safety initiatives rolled out prior to the start of season in September.
- b. Annual Kiwi Guide Conference (alternating between remote and in person) focus on Health Safety and recording made for staff unable to attend.
- c. All Kiwi Guides and staff inducted in Health and Safety procedures prior to the start of season in September.
- d. Kiwi Guides who are hired in season must be inducted prior to first tour driven.
- e. Avoidable Health and Safety Incidents minimized.
- f. 100% of Incident Reports submitted within 24 hours of incident occurring.
- g. Hazards identified in incident reports mitigated/eliminated within 7 working days.

4 Fleet Management Support KPIs

- a. Negative feedback received is reviewed and promptly actioned when appropriate.
- b. 100% compliance with legal requirements.
- c. All vehicles in fleet ready for service prior to start of season 1st September.
- d. Vehicle breakdowns minimized or non-availability for any reason minimized.
- e. Vehicle presentation maintained to standard.

5. Operations Logistics KPIs.

- a. Ensure all the coach ferry transits are scheduled according to tour requirements.
- b. Coach transit drivers to be allocated end of MoaTrek tours and if required for other departures.
- c. Coach transit driver back up covered through full season with Operations Team working together.

Loyalty Bonus – three plus years company service achieved \$3000 paid in December

Position Started 2022 Loyalty Bonus due December 2024.

Key Relationships

Our ongoing success is reliant on effective teamwork. We are a small, tight-knit team and everyone is expected to work together collaboratively, with our overall company goals in mind. You have some key functional relationships and regular interaction with:

- Head of Operations
- **Operations Team**
- Sales and Service Manager
- Director

You will have line management responsibility for:

- Kiwi Guides

Company Values

Becoming a leader in New Zealand small group travel for over 50 years is a result of a lot of hard graft, a passion for delivering outstanding tours and having a great team with shared values and work ethic. We have thrived through challenging economic conditions, and we are only getting stronger. Our company values are critical to keep us aligned on the same path and to achieve our ambitious plans.

Our company values provide a guide for how we tend to work, how we treat each other and articulate what behaviours are particularly important to us here at MoaTrek. They set the foundation for a positive, cohesive, hardworking and professional culture. These are:

- Make customers our focus and satisfy them with superior quality, value and service.
- Ownership and accountability: Each of us is responsible for our words, our actions and our results.
- A will to win – Tourism is an industry that requires resilience.
- Teamwork: We achieve more when we collaborate and all work together.
- Open communication which is honest, ethical and genuine.
- United in our goals for Excellence, we deliver excellence to our travellers and each other.
- Remember to have fun – that's what our travellers are doing on tour.
- Safety: Always think health and safety for our travellers and for our team.

Key Responsibilities

1. Kiwi Guide Leadership and Management: Lead MoaTrek Kiwi Guides to be the best and safest driver/guides in New Zealand. People Leadership by providing day-to-day support for Kiwi Guides including workload management, coaching, training, performance management/reviews.

- Understanding of regulations surrounding Kiwi Guides and work.
- Recruitment and Selection of Kiwi guides so they are vetted with completed documentation in conjunction with Head of Operations and Operations/Fleet Manager.
- Scheduling of Kiwi Guides with core of scheduling to be completed by 1st of June and discussed with HOO & Operations Team.
- Induction and training of Kiwi Guides.
- Kiwi Guide Website continuous improvement, support the Operations/Fleet Manager in making the Kiwi Guide website an excellent training tool for Kiwi Guides.
- Training videos uploaded to Kiwi Guide website.
- Monthly scheduled online catch ups with Kiwi Guides for team management and knowledge building exercises such as quizzes.
- Pre tour briefing of Kiwi Guides (Face to Face where practical). There must be an email trail that Kiwi guide has received the necessary pre- tour brief and documentation. Email filed correctly. Pre tour Kiwi guide brief documents and Vehicle checklist to be signed by Kiwi Guide and filed.
- Kiwi guide Licenses, First Aid Certificates and Annual Medical Certificates collected and maintained on one spreadsheet along with tours previously operated (ECC, HCS etc) and checked for currency.
- Kiwi Guide Human Resources folders kept accurate – up to date with inductions, signed contracts and First Aid Certificates etc.
- Kiwi Guide Tour Document Physical Folders produced and maintained.

- Management of suppliers for Kiwi Guides - accommodation, flights, etc... pre & post tour.
- Kiwi Guide uniforms ordered and allocated.
- Kiwi Guide presentation maintained to a high standard and uniforms worn on tour.
- Kiwi Guide remuneration and seasonal bonuses set and paid. Target to pay Kiwi Guides within one week of completion of tour.
- Kiwi Guide Loyalty Programme managed.
- Health and Safety, Service levels, knowledge and commentary, consistency across all Kiwi Guides.
- Kiwi Guides performance management
- Kiwi Guide credit cards procured and balances monitored.
- Kiwi Guide Flight and Transit Ferry Bookings.
- Kiwi Guide Feedback from Tour Reports monitored and improvements made where possible.
- Kiwi Guides given feedback to improve their performance and congratulated on excellent feedback.
- Drive tours as required to stay current as a Kiwi Guide and provide tour improvement feedback.
- 1st Call as back up driver if Kiwi Guide unable to complete tour until completion of tour.
- Comply with all applicable road transport legislation and carefully observe the prescribed maximum daily driving time limits and minimum rest periods.
- Operate all vehicles in a safe manner. Vehicle safety checks, operation and cleanliness adhered to in accordance with legal requirements and the Kiwi Guide Manual.
- Kiwi Guide remuneration feedback provided to Director prior in December each year.
- Liaise with Kiwi Guides and Sales and Service Manager in regards to authorised MoaTrek Optional Activities.

2. Operations and Tours Management

- Weekly meeting with HOO and Operations Team attended
- Tours management for all tours shared with Operations Team.
- First point of contact (shared with Operations Team) for operational issues 24/7 and ability to respond to operational issues and emergencies as they arise (for example adverse weather conditions, vehicle malfunction, client illness, etc.)
- Immediate response to all operational issues and immediate updating of the Sales and Service Manager and Managing Director of any Health and safety incidents or issues that may affect client satisfaction.
- Tour operations documentation prepared, collated, filed and sent where required.
- Enhancement of Operational Manuals and documentation.
- Communicate with the Operations/Fleet Manager in regards to Tour Vehicle Scheduling being suitable for Tour Operation Requirements.
- MoaTrek Milford Sound Day – be on top of this day with overflow transport and flight suppliers as we often have more than 18 on the coach this day requiring two vehicles (review 23-24)
- Interns trained in Operational Assistance tasks names badges, luggage labels , airport assistance etc.

3. Health and Safety Support: Support the Operations & Fleet Manager in achieving best practice in all components of Health and Safety – Training, Staff, Systems, Vehicles, Suppliers in order to foster a positive Health and Safety culture.

- Support the Operations/Fleet Manager to Run Kiwi Guide and Staff Health and Safety Training Programme.
- Operational Area Health and Safety
- Support Implement and monitor Health and Safety improvement projects.
- Production of Health and Safety Manual and other documentation, Kiwi Guide manual and Website with consistent Health and Safety Information.
- Health and Safety Reporting to MoaTrek Team and Kiwi Guides.
- Spot checks to ensure compliance with Health and Safety systems and procedures.
- Kiwi Guides must be managed like any other heavy transport company – for example Health and Safety Reminders through Kiwi Guide documentation, payslips, instructions, website.
- Check in with new Kiwi Guides on first 2 – 3 days in tour – all going well according to Health and Safety.
- Understand and communicate to Kiwi Guides and MoaTrek team what DOC concessions MoaTrek holds and how they relate to Health and Safety.
- Kiwi Guide Health and Safety Feedback from Tour Reports and Incident Reports monitored and improvements made where possible.
- Kiwi Guides and Office Team given on-going Health and Safety reinforcement and feedback in meetings and pre and post tour briefs.
- If a warning needs to be given to a MoaTrek team member or Kiwi Guide in regards to Health and Safety update Director.
- Professional counseling arranged for Office Staff and Kiwi Guides if required due to a Health and Safety incident.

4. Fleet Management Support: Support the Operations/Fleet Manager in the below tasks to meet the requirements of the MoaTrek fleet.

- Ensuring compliance of MoaTrek Fleet with occupational health and safety regulations and management of Fleet health and safety to ensure best practice.
- Selection of vehicles. Any changes to vehicles conducting MoaTrek tours to be discussed with HOO, Operations Team & Sales and Service Manager.
- Overflow vehicles sourced must be same quality as MoaTrek owned coaches.
- Scheduling of vehicles with core of scheduling to be completed by 1st June and discussed with HOO, Operations Team and Sales and Service Manager
- Where possible use the vehicles with more interior space (no luggage compartment) are towing a trailer for MoaTrek as MoaTours pax generally don't complain about vehicles.
- Where possible avoid trailers on certain MoaTours departures (BTN, ECC, HCS etc)
- Pre tour vehicle checklist completed by Kiwi guide. If the tour departure is not from Auckland but there must be an electronic trail of that KiwiGuide has completed the vehicle checklist.
- Vehicle checklists updated so accurate (more equipment added etc)
- Organise the purchase and maintenance of the MoaTrek fleet, equipment, fuel and tour consumables.
- MoaTrek Fleet maintenance scheduling.
- MoaTrek Fleet records maintained and operational reports produced.
- MoaTrek Fleet co-ordination in regards to the loading, departure and return of vehicles from tour.
- MoaTrek Fleet presentation including spot checks on vehicle presentation.
- Perform vehicle transits as necessary.

5 Logistics: Schedule all the coach transits required prior to a tour in collaboration with Operations Team.

- Manage the Logistics of coach transit scheduling in line with fleet maintenance and tour departures.
- Manage Coach Ferry crossings prior to next tour departures where required in line with coach transit drivers.
- Communicate with Operations Team in order to achieve maximum fleet and tour efficiency

Limits of Authority

- Kiwi Guide Tour and expenses payment as matched against invoices and receipts.
- Kiwi Guide Bonus Payment authorisation as matched against targets.
- Kiwi Guide Petty Cash – up to \$1000 per tour. Additional must be authorised by Director.
- Kiwi Guide Credit Card top up via ASB business banking so \$3000 credit maintained.
- Kiwi Guide entertainment expenses \$200 per month for meals, drinks, coffees etc. Additional to be authorised by HOO.
- Tour Problem Solving – if the quality of a tour has been diminished by a missed activity then an activity of the same value can substituted. If there has been an error by MoaTrek or supplier that has affected the client enjoyment of the tour and immediate resolution is required then a maximum of \$100 per client can be utilised to solve the problem and ensure the tour runs smoothly. MoaTrek Team and Director must be notified of the problem and the solution.
- Vehicle Maintenance Invoices up to \$5000. Additional must be authorised by Director.

Any Other Information

Operations/Kiwi Guide working days and hours are determined by tour and seasonal requirements. The roles of Operations Team must be able to cover each other in order to achieve a manageable workload. As such, there will be times the role will be required to work outside normal working hours, as business needs dictate. Due to operational requirements, much of the work from September to May takes place on weekends.

Operations and Kiwi Guide Manager

Person Profile

Experience

- Extensive knowledge of New Zealand.
- Have worked in a travel or tour sales role for a minimum of 2 years (you will not be considered unless you meet this criteria).
- Previous tour guide experience.
- Previous people leadership experience preferable.

Qualifications

P and Class 2 license.

Competencies

- Excellent written and verbal communication skills.
- Strong relationship management and interpersonal skills.
- Outstanding attention to detail.

- Exceptional time management skills.
- Problem solving skills.
- Good understanding of Health & Safety.
- Good knowledge of relevant computer programs and telephone systems.

Personality Attributes

- Ability to function effectively in a team environment.
- Highly motivated and energetic. A can-do attitude – willing to help out wherever required.
- Resilient. Ability to adapt. Does not take things personally.
- Calm and measured when under pressure.
- Focuses on pragmatic solutions and has the ability to bring people ‘on the journey’.
- Action oriented - gets things done.
- A real passion for ensuring that tours are conducted safely to a high level of client satisfaction.
- Down-to-earth approach.

Additional Information

Previous tour driver/guide experience would be an advantage. Must be happy to work weekends. There will always be sales tasks and operational tasks on weekends to get MoaTours on the road with North Island tours departing from/returning to an operational area or South Island tours departing from/returning to airport. Given that this role has responsibility for managing the Kiwi Guides, the incumbent will have a strong interest in further developing leadership skills. Operational demands may require regular trips to Auckland.