



# GRAND CIRCLE TRAVEL®

## JOB DESCRIPTION

### About Us

GCC is the largest U.S. provider of international vacations for Americans aged 50 and older. We're a family of three brands: Grand Circle Cruise Line, Overseas Adventure Travel, and Grand Circle Travel. Our small group sizes, unsurpassed value and excellence, and unique itineraries position us as the industry leader in travel and discovery.

**POSITION:** Regional General Manager

**LOCATION:** New Zealand (Auckland)

**RESPONSIBLE TO:** Vice President – South Pacific

### RESPONSIBLE FOR:

Managing our regional programs to achieve quality goals and deliver an excellent travel experience for our travelers and managing the performance/hiring/training of regional associates to ensure delivery of excellent travel experience for our travelers.

Other topline responsibilities include

- Develop a strong relation with regional business partners such as hotels, restaurants and coach companies and negotiate contracts.
- Manage the regional G&A and cost of programs with collaboration of Regional Finance Manager.
- Ability to drive performance in a fast-paced environment and work under pressure.
- Effectively participating with travelers on site to obtain live feedback from passengers.
- 24/7 Emergency support and driving resolutions of operations/customer issues.

Responsibility Area	Key Responsibilities
Customer Experience	<ul style="list-style-type: none"><li>• Achieve customer feedback Regional Excellence Goals</li><li>• Identify issues by analysing and correlating scores and travellers surveys</li></ul>
Operational Leadership	<ul style="list-style-type: none"><li>• Prepare strong Quality Actions Plans (QAP) or Product Change proposal for review and approval by VP South Pacific and Boston Leadership</li><li>• Drive implementation with Regional Finance Manager, Product Manager, Buyer, Regional Ops &amp; Program Services as applicable</li><li>• Manage resolution of Traveler's onsite issues such as flight delays/cancellations due to weather/strikes/mechanical failure, major medical emergencies/death, with excellence</li><li>• On site trip interruptions/repatriations</li><li>• Traveler removal for behaviour/physical limitations</li><li>• Budget for all operating costs for the office, Trip Leader hiring/training/meetings, Associates' T&amp;E</li><li>• Review Trip Leader budgets with Program Services Manager and pre-approve final costs for major events</li></ul>

	<ul style="list-style-type: none"> <li>• Approve all associates business travel before trip (cost vs benefit) ensure complimentary services are provided by all vendors</li> <li>• Review and approve expense reports on monthly bases</li> <li>• Review and approve all Independent Contractors compensation on a monthly basis</li> </ul>
Financial Responsibility	<ul style="list-style-type: none"> <li>• Calculate cost impact with Regional Finance Manager</li> <li>• Drive monthly audits of documents, websites, social media platforms and communicate to various teams: Marketing/Fulfilment etc</li> <li>• Measure results (costs vs benefits and reassess on actions effectiveness)</li> </ul>
People Leadership	<ul style="list-style-type: none"> <li>• Drive Trip Leader hiring, training and performance management in adherence with the Company guidelines</li> <li>• Drive hiring and training of new Trip Leaders for excellence and retention:</li> <li>• Drive Trip Leader Roadmap and Schedule, maximizing top performers to beat Excellence Goals</li> <li>• Drive timely, proactive implementation of Trip leader performance management and termination actions</li> <li>• Drive annual Trip Leader kick off to address and resolve hot issues and achieve team commitment to company initiatives and regional goals</li> <li>• Develop a high performing organization committed to company values &amp; goals</li> <li>• Develop strong leaders throughout the organization</li> <li>• Be a role model for Associates and Trip leaders promoting and exemplifying our company values</li> <li>• Exemplify open &amp; courageous communication by raising hot issues, provide Associates with timely feedback consistent with our model and promote this value among the team</li> <li>• Lead bi-weekly Office Meetings focused on raising &amp; resolving Hot Issues as per our “Top People, Top Product, Top Vendor” business model</li> <li>• Identify and develop a strong #2 to support the continued growth of the Region</li> <li>• Hire strong Associates (Value first, Skills second)</li> <li>• Follow company model for recruiting, including PI test, Zoom interview and group interview</li> <li>• Ensure contracts are signed in conformity with company guidelines and local regulations</li> <li>• Develop strong 90-days training plans and identify buddies for new associates</li> <li>• Manage the 90-days training plan in conjunction with direct supervisor and buddy</li> <li>• Complete first 90-days training and share feedback with new Associate and P&amp;C</li> </ul>
Continuous Improvement and Organisation Effectiveness	<ul style="list-style-type: none"> <li>• Drive efficiencies through the organization (staffing needs, compensation analysis etc)</li> <li>• Perform annual workload analysis based on traveller volume, new product launches etc to identify staffing needs</li> <li>• Submit analysis and position justification template to manager for approval (when applicable)</li> <li>• Ensure pay grades are reflective of cost of life, competition and market trends in the country</li> <li>• Drive approval of new positions/replacements with support from P&amp;C and Supervisor</li> <li>• Develop clear and measurable R&amp;G for all associates in the Team</li> <li>• Drive R&amp;G alignment to Regional Goals</li> </ul>

	<ul style="list-style-type: none"> <li>• Drive timely completion of Quarterly R&amp;R (Ranking &amp; Rating), DF's (Discussion forms for Bottom Performers), PIP's (for LOW Performers) as appropriate</li> </ul>
<p>Vendor and Stakeholder Management</p>	<ul style="list-style-type: none"> <li>• Support Buyers with Primary Vendor contracting (Coach/Hotels)</li> <li>• Create and update the list of hotels by city and notify the Buyer of any new opening</li> <li>• Support the Buyer with preparation and executing the buying trips: pre-trip call with RFM, PM and Regional Operations, join Buyer to meet key vendors during negotiations, follow-up call and support with any follow-up action needed</li> <li>• Support the Buyer, PM and RFM with securing additional dates requested by Boston HQ with same of higher quality Hotels</li> <li>• Drive regular quality updates to Hotels and Coach Companies and meet quarterly to review comments/scores form Traveler Surveys</li> <li>• Build and maintain strong PR with Vendors to resolve day-to-day operational issues</li> <li>• Drive Secondary Vendor contracting (Local Guides, Restaurants etc)</li> <li>• Develop a buying calendar with RFM, based on pricing deadlines and value of contracts</li> <li>• Develop buying goals with RFM (target % of cost reduction/increase)</li> <li>• Regular quality control visits during ride along trip and business trips and PR with key vendors</li> <li>• Drive regular quality updates to vendors (comments/scores from Traveler Surveys)</li> </ul>
<p>Regional Goals</p>	<ul style="list-style-type: none"> <li>• Drive regular quality updates to vendors (comments/scores from Traveler Surveys)</li> <li>• Drive monthly COG meeting with PM, Buyer, Operations to raise and resolve hot issues, review optional tours penetration</li> <li>• Drive completion of follow up actions from monthly meeting</li> <li>• Drive resolution of on-site issues (deviations, emergencies) balancing Excellence &amp; Cost</li> <li>• Drive pricing process: coordinate with PM to ensure flowcharts are developed to avoid operational barriers, POC's review with PM</li> <li>• Drive tour bank accuracy with RFM &amp; PSM's</li> </ul>