

Job Description

Key Position Information	
Job Title Tour Guide	Business Centre Naturaliste Tours
Reports to Operations Manager – Western Port	Positions Reporting to this one NIL
Department Operations	Location Stony Point / French Island
STRUCTURE Casual	Effective Date 1/4/2018

Job Purpose
<i>Why does the job exist? What is the significance of the job in terms of the company operations?</i>
The Tour Guide is at the front line of the customer experience when they choose to take a Naturaliste Tour. Therefore, Tour Guides must have the ability to interact and service the customer. The role of the Tour Guide is diverse and varied between customer service, interpretation, guide, information, vehicle driver. Most important aspect to the role is customer service and the ability to work with internal and external stakeholders to deliver excellent experience. The purpose of this role is to ensure all customers have the best possible your experience.

Guiding Principles	Key Performance Indicators	Weighting
Safety and reliability	<ul style="list-style-type: none"> Adhere to all company policy in regards to the safety and wellbeing of staff and customers. Ensure adherence to company policy and procedures in regards to the reliability and smooth functioning of Naturaliste Tours 	20%
Excellent Experiences	<ul style="list-style-type: none"> Ensure a high level of customer service and excellence throughout the customer experience chain Ensure the tour process is smooth, efficient, happy and informative Maintain a professional and pro-active approach to all tasks Maintain a high level of communication and professionalism with both internal and external customers Maintain all public spaces to a high level. Have high level of knowledge on the local area including flora, fauna and history Can have fun and engage with people of all backgrounds and cultures 	50%

Guiding Principles	Key Performance Indicators	Weighting
Continuous improvement	<ul style="list-style-type: none"> • Give regular feedback to management on how processes and systems can be improved • Work with other staff to develop pro-active solutions to problems. 	10%
Value Add	<ul style="list-style-type: none"> • Understand what the customer wishes to receive for the price of their tour • Provide comprehensive information to the customer relating to the tour experience. 	10%
Financial integrity	<ul style="list-style-type: none"> • Ensure the highest levels of scrutiny and responsibility are maintained when handling with cash. • 	10%

Key relationships	
Internal	Other Naturaliste Ferry Staff Ferry Crew – Masters, Mates, Engineers and GPHs Maintenance Staff Operational staff Employees within other departments Management team members
External	Ferry customers Contractors

Required Credentials	
Qualifications	ESSENTIAL – A formal qualification in ecology, zoology, biology, environmental science - Senior First Aid DESIRABLE <ul style="list-style-type: none"> • A formal qualification in tour guiding • Light Rigid Heavy Vehicle Licence • A formal qualification in tourism, administration or customer service • Senior First Aid certificate
Knowledge	ESSENTIAL <ul style="list-style-type: none"> • High level knowledge on flora, fauna and history • Knowledge of the local area and other nearby tourism locations • Ability to work with computers DESIRABLE <ul style="list-style-type: none"> • A working knowledge of tourism or passenger transport
Experience	ESSENTIAL <ul style="list-style-type: none"> • Customer service experience and ability to interact well with people • Experience in conducting tour guiding / public speaking DESIRABLE <ul style="list-style-type: none"> • Working with retail or ticketing computer systems • Experience driving vehicles (large bus) • Experience within the tourism or passenger transport sectors

Required Credentials

Qualities

ESSENTIAL

- The ability to work a roster which includes weekends and public holidays
- The ability to work as part of a team
- A professional image
- The ability to interact and maintain positive relationships with all staff & Customers
- A high level of customer service
- Punctual, reliable and flexible
- The ability to work under pressure

DESIRABLE

- A practical and problem solving outlook when completing tasks

Duties

Major Duties

- **Conduct Tour guiding**
- **Customer Service.**
- Promptly attend to customer – questions, information, complaints..
- Operation of light rigid bus
- Follow all company procedures and policies .
- Meeting sales targets
- Follow directions from Administration / customer service manager
- Ensure that vehicles are kept in a clean, neat and tidy manner.
- Maintain a high standard of professionalism and accountability
- Have a thorough understanding of company policy, procedures and guiding principles.