

# Position Description

## Senior Tour Guide (Master)

Effective February 2024



### Key Position Information

Department:	Wanderer Adventures Operations
Reports to:	Operations Manager
Direct reports:	Tour Guide (Deckhand)
Expected hours of employment:	
Primary location:	Tidal River, Wilsons Promontory National Park, Victoria

### Organisational context

Wanderer Adventures – Wilsons Promontory Cruises – operates in the pristine environment of the Wilsons Promontory National Park. Our vessels take customers from beach to sea through their unique, amphibious design. Showcasing the stunning Skull Rock, Norman Beach, and diverse wildlife, our local guides enrich our customers’ adventures with their exceptional knowledge of the area and marine experience.

Wanderer Adventures is part of the Victorian owned and operated Searoad Ferries group of companies, employing more than 200 people and moving around one million customers a year.

Searoad Ferries have been operating the iconic Queenscliff-Sorrento car and passenger service since 1987. Our bus tour company Explore Australia / Naturaliste Tours connects customers to amazing tourism and wildlife experiences across Victoria. Searoad Ferries also operates Western Port Ferries’ services connecting Stony Point to French Island and Phillip Island in Western Port Bay.

### Position purpose

The Senior Tour Guide (STG) is a key member of the Operations Team and fulfils a range of duties to enhance the end-to-end customer experience including guiding tours, acting as Master aboard our amphibious vessels and conducting walking tours in the Wilsons Promontory National Park.

The STG will work in partnership with the Tour Guides (TG) and Operations Manager to ensure safe operations and that vessels are always clean and seaworthy.

The STG’s responsibilities include leading the planning of travel itineraries, familiarising customers with the locality by vehicle or foot, and ensuring tour groups always remain safe.

Other key aspects of the position include maintenance and cleaning to prepare vessels and equipment for tours, ensuring safe loading/unloading of vessels, conducting customer safety briefings, and performing customer liaison duties.

## Expectations

Key results area and weighting	Outcomes and standards of performance
<p>Innovation &amp; Industry Leadership</p> <p>25%</p>	<p>Support the delivery of the Company strategy, culture, and operations:</p> <ul style="list-style-type: none"> <li>• always complies with safe work practices by following Company Health, Safety and Environment (HSE) policies, including the Safety Management System (SMS), Safe Manual Handling techniques, safe use of hazardous chemicals and machinery, working at heights procedures, using protective clothing and safety equipment where available and as required</li> <li>• promptly attends to repairs and maintenance issues to keep vessels and other equipment operational</li> <li>• keep Operations Manager informed of defects that impact performance and safety of vessels and other plant and equipment</li> <li>• manages vessels in accordance with relevant legislative requirements including but not limited to AMSA's National Standard for Domestic Vessels, Navigation Act, Marine Orders, Liquor Licensing, and environmental regulations</li> <li>• consistently adheres to Company policies and procedures relating to reliability, punctuality, efficiency, and smooth functioning of the tour service</li> <li>• protects the integrity of the Company by pro-actively learning, keeping up-to-date, and adhering to all other Wanderer Adventures / Searoad Ferries' policies, guidelines, and procedures</li> <li>• always maintains confidentiality of Company, customer, and employee information / records</li> <li>• participates in and plays a leadership role in emergency drills and training exercises</li> <li>• follows instructions from Operations Manager and Senior Leaders in active emergencies, giving appropriate direction to crew, customers, and other employees as appropriate</li> <li>• participates in and plays a leadership role in emergency drills and training exercises</li> <li>• provides qualitative feedback and recommendations on processes and systems improvement that will enhance business efficiencies and customer experiences</li> <li>• adopts a growth mindset taking ownership of personal and professional development</li> <li>• maintains awareness of relevant regulations e.g. AMSA, operating within National Parks etc.</li> </ul>
<p>Excellent culture / be the place to work</p> <p>20%</p>	<p><b>Consistently contributes to the building of a highly inclusive culture where all team members can thrive, and organisational objectives are met:</b></p> <ul style="list-style-type: none"> <li>• always leads by example and models organisation vision and values</li> <li>• clearly understands goals and is outcome focused</li> <li>• individual and team presentation and performance is of a high standard</li> <li>• understands and respects cultural sensitivities when interacting with customers, colleagues, visitors, contractors, and suppliers</li> <li>• complies with current OH&amp;S legislation, adhering to all Company policies and procedures relating to the safety and wellbeing of employees and customers</li> <li>• works with manager to develop and execute training, performance, and development program</li> <li>• mentors team members and participates in performance review processes – openly giving and receiving considered and constructive feedback</li> <li>• actively participates in relevant business activities such as emergency management exercises, active emergency response, toolboxes, meetings, training, and development opportunities.</li> </ul>

<p>More satisfied customers</p> <p>40%</p>	<p><b>Works to the highest standard of customer service and excellence, with internal and external interactions consistently positive and professional:</b></p> <ul style="list-style-type: none"> <li>consistently greets and interacts with customers with a positive and friendly manner</li> <li>vessels, other assets, uniforms, depot, and office space are consistently maintained in a clean and inviting state</li> <li>clearly understands customer expectations and has a focus on adding value wherever possible</li> <li>clearly communicates tour itineraries to customers and actively engages with them to ensure embarkment process is efficient, happy, and informative</li> <li>collaborates with Tour Guide (Deckhand), Operations Manager and Customer Service Team to plan itineraries in accordance with weather forecasts and the length of each tour</li> <li>collaborates with other team members to prepare and maintain equipment for each tour</li> <li>demonstrates a high level of knowledge of the environment, wildlife, and history of the region</li> <li>willingly assists Customer Service Team on busy days, as requested</li> <li>collaborates with broader team to resolve customer complaints promptly</li> <li>exhibits high energy and fun approach to delivering tours and customer service.</li> </ul>
<p>Increased Revenue &amp; Profitability</p> <p>10%</p>	<p><b>Ensures a high level of scrutiny and responsibility is applied in maintaining financial integrity:</b></p> <ul style="list-style-type: none"> <li>follows all financial processes and handles cash in accordance with relevant procedures</li> <li>minimises waste</li> <li>appropriate use of Deputy for effective rostering, time sheets and leave applications.</li> </ul>
<p>Reinvest in product development &amp; infrastructure</p> <p>5%</p>	<p>Supports Leadership Team and Operations Manager to execute projects and initiatives that will grow the business by actively participating in workshops, and meetings, completing tasks as required to ensure successful and timely implementation.</p>

### Key relationships

Internal	Operations Manager   other Tour Guides / Senior Tour Guides   Customer Service Team   Marketing   Explore Australia Operations & Reservations Teams
External	Customers   external suppliers and service providers   Parks Victoria   local tourism operators and hospitality providers   maintenance contractors

### Required credentials

Qualifications & Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Coxswain Grade 1 (Near Coastal) or Master &lt;24m</li> <li>Elements of Shipboard Safety (ESS)</li> <li>Marine Vessel handling experience</li> <li>Current AMSA Medical (or willingness to obtain)</li> <li>Marine Radio Operator's Certificate of Proficiency</li> <li>Current National Police Check and Working with Children (or willingness to obtain)</li> <li>Current Senior First Aid / CPR Certificates (or willingness to obtain)</li> <li>Traffic Control Certificate (or willingness to obtain)</li> <li>Excellent verbal communication skills</li> <li>Experience leading teams</li> <li>Customer service and dealing with public</li> <li>Responsible service of alcohol (or willingness to obtain)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>A formal qualification in management, tourism, or customer service</li> <li>Engineering qualification MED 2 or higher (MED 3)</li> <li>Customer service and dealing with public</li> <li>Handling cash</li> <li>Experience within the tourism, passenger transport, hospitality, or retail sectors</li> </ul>
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<p>Knowledge and skills</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Excellent verbal and strong written skills</li> <li>• High levels of engagement with customers through interpretation and public speaking</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the tourism or passenger transport industries</li> <li>• Intermediate use of Microsoft 365 applications e.g. Outlook, Word, Teams</li> </ul>
<p>Qualities</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Able to follow procedures and take direction</li> <li>• Assertive leader, able to give clear direction to crew and customers</li> <li>• Energetic and motivated</li> <li>• Comfortable with ambiguity and change</li> <li>• A passion for marine environments and vessel operations</li> <li>• Proactive 'can do' attitude with an aptitude for continuous improvement</li> <li>• Approachable and accessible, possessing excellent problem-solving abilities</li> <li>• Excellent personal presentation</li> <li>• Strong interpersonal skills – cultivating and maintaining positive relationships with colleagues and ability to work collaboratively in a small team environment</li> <li>• Punctual, reliable, and flexible</li> <li>• Works well under pressure balancing conflicting priorities and working to deadlines</li> <li>• Growth mindset and willingness to continuously develop knowledge and skills as required</li> <li>• An interest in customer service / tourism / hospitality / transport sectors</li> </ul>

### Main duties:

- Conduct tours (marine and land based)
- Perform Master duties on board as per the Safety Management System, keeping watch over hazards, safety, and seaworthiness of vessels
- Act as 'Team Leader' for daily operations
- Participate in daily toolbox meetings, undertaking actions as directed, and leading meetings when requested
- Maintain vessels ensuring they are always clean, neat, and tidy and 'fit for customers'
- Greeting and welcoming customers and communicating tour itineraries
- Prepare and maintain equipment required to undertake tours
- Assist with mechanical issues of assets and conduct maintenance as required
- Conduct traffic control duties in public areas, guiding customers to and from tours and maneuvering vessels
- Develop and review tour guide notes
- Develop, review, implement and communicate procedures
- Assist with reviewing and updating the Safety Management System (SMS)
- Assist Customer Service Team on busy days, as requested
- Collaborate with broader team to resolve customer complaints promptly
- Collaborate with the Tour guides, Operations Manager and Customer Service Team to plan itineraries in accordance with weather forecasts and the length of each tour
- Participate in and lead regular emergency drills and training exercises
- Customer transport via ATV or bus as required
- Cleaning and maintenance of depot, vessels, office, and rented spaces
- Other duties as reasonably directed by Operations Manager

It is not the intention of this Position Description to limit the scope of accountabilities of the position, but to highlight the most important aspects of the role. Responsibilities described may be altered in accordance with changing requirements of the Company.