



New Zealand Trails Cookie/Super Guide Position Description

Title	Cookie/Super Guide
Company	New Zealand Trails
Responsible to	Operations Team
Location	Queenstown, New Zealand
Employment Basis	Casual Seasonal
Hours	Multi-day tours ranging from 5 – 14 days long

Company Background

We love small-group adventures. We spend the off-season preparing for summer, then connect a dozen or so people from all over the world, put them in the capable hands of our Kiwi 'super-guides' and watch the magic happen as they go out and play in our backyard, which just happens to be the most beautiful country in the world (not that we're biased at all).

If you want to try to boil down the perfect formula, it's our people – our guests and our team – who come together and create a once-in-a-lifetime, 100% 'Kiwi As' experience for the adventurous traveller.

New Zealand Trails was conceived in 2013 by a handful of travel veterans, each with decades of experience operating adventure tours in New Zealand and elsewhere. **Nigel Williamson, Jodi Narbey** and **Andrew Fairfax** founded and helped build some of the most recognized adventure travel companies in New Zealand and abroad over the past 20 years.

We were very successful at what we did, but we each realised we were searching for something bolder. This time around, our aim is to build a small giant here at home by sharing our country with like-minded souls in the best way imaginable – sustainably, responsibly and most of all, with joy.

We're heading into our latest season buoyed by the incredible feedback we've received from our guests. We've grown from one itinerary to five and continue to innovate (watch this space!). We are lucky enough to help create beautiful memories by day then go home to play with our children, walk our dogs, go on our own adventures and do it all again the next day.

Scope of Position

Many of our tours are led by two guides – one responsible for driving/guiding and one for cooking/guiding (as outlined in this document). It's a unique opportunity to bond with likeminded people and make friends for life and we like to encourage a family atmosphere for our guides.

As a "cookie" you have the opportunity to get creative and wow our international guests with your culinary wizardry, and no worries if you don't feel like the next Gordon Ramsay, we give all new guides comprehensive training and recipes to follow.

If you are one of those people who live to experience that feeling that you can't believe you get paid to do something epic – then read on! Starting in either Queenstown, Christchurch or Auckland, our tours see you taking our guests on incredible journey's around New Zealand. Flying by helicopter to remote lodges, hiking to breathtaking alpine vistas, swimming with playful dolphins and devouring some of the most delectable kai imaginable are all just the tip of the adventure iceberg that is guiding for New Zealand Trails.

Taking passionate and excited international guests on a trip of a lifetime around New Zealand while experiencing everything that Aotearoa has to offer is the job in a nutshell. Share your passion for everything Kiwi, from food and landscapes to our unique culture and history. This is a job for a passionate Kiwi who has an unbridled passion to share everything we have to offer here. If this sounds like you, have a look below to see what we are looking for.

Key Responsibilities

- Ensuring that safety is always at the forefront of everything you do;

- Responsible for ensuring the smooth-running of the tour for logistics and safety. They will call ahead to operators to re-confirm reservations with accommodation and meal providers;
- Coordinate the daily itinerary and responsibilities with their fellow guide to ensure that daily activities are carried out in accordance with our schedule (this will be done daily);
- Shop for and prepare delicious healthy meals to groups of up to 16 people;
- Manage challenging situations that may arise with clients and fellow guides (e.g. lost passport/luggage/personal belongings; personality clashes; dissatisfied clients; medical issues/injuries);
- Accompany clients on the majority of adventure activities and hikes, encourage all clients to participate and ensure that the activity operators conducts the activity in a safe and professional manner;
- Will have a thorough understanding of all the guide materials provided;
- New Zealand Trails tours are designed to be entertaining and informative. Guides will be asked to do research on each of the tours we provide and be familiar with all the locations that the tours visit. They will provide clients with information on natural history, environmental issues/concerns, flora and fauna to watch out for, ecotourism, geography, culture, and local history etc.;
- Complete a daily report on the tour's status;
- Be aware of all medical conditions, allergies and dietary requirements of clients and your fellow guide to ensure their needs are being met during the tour;
- Complete incident and accident reports as covered at training;
- Confidently direct the driver with regards to tasks to help ensure that meals are delivered on time;
- Maintain all equipment provided by New Zealand Trails to a high standard and report any breakages or damage within a timely manner;
- Be presentable and professional while representing New Zealand Trails, including keeping your uniform clean and well maintained;
- Take interesting photos and videos during the tour (a camera is provided);
- Identify and report recommendations for continuous improvement;
- Work in a highly efficient and organized manner with food preparation, storage and shopping;
- Assist their fellow guide with keeping the van clean where possible and other duties as and when required;
- Keep budgets within the New Zealand trails guidelines and maintain accurate reporting on money spent;
- Ensure that the driver is driving in a safe manner and provide feedback when necessary; and
- Maintain excellent communication with our key operators to maintain New Zealand Trails' professional relationships.
- And any other tasks as requested by management

Staff Training

Staff training for this position will take place over 10 days running from 4th – 13th October 2019. There will be three phases to the training focusing on different aspects of the job (Company culture, policies and safety; practical guiding skills and outdoor hard skills). This is a fun bonding experience but also the opportunity to assess your fit with the company. While training is unpaid we do provide food, accommodation and transportation during training.

Essential Criteria

Successful applicants must:

- Have the ability to work unsupervised and in a team of two
- Be able to communicate with a variety of people of different backgrounds, to keep them safe, informed and excited about their adventure.
- Attend and pass New Zealand Trails staff training prior to leading tours
- Hold a current first aid certificate prior to the first tour commencing (this will be at your own expense)

- Be in good physical shape and in good health and excited for the adventures ahead
- Hold a food safety certificate – no worries if you don't have one, we can point you in the right direction

Desirable Criteria

(No stress if you don't meet all or any of these criteria, if you think you have the right personality and are teachable then we want to hear from you – these are just the cherry on the top if you have these)

- Have experience in group tour leading with proven leadership skills
- Have prior experience in the food and hospitality industry
- Budgeting experience and/or money handling skills
- International and domestic travel experience
- Backcountry outdoors experience (e.g. hiking, biking, skiing etc.)
- Pre-hospital or Wilderness First Aid – min 4 days (32 hours)
- Have a range of hard skills in the outdoors e.g. map reading, river crossing, weather interpretation, risk management etc.