



New Zealand Trails Guide/Driver Position Description

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| Title | Guide/Driver |
| Company | New Zealand Trails |
| Responsible to | Operations Team |
| Location | Queenstown, New Zealand |
| Employment Basis | Casual Seasonal |
| Hours | Multi-day tours ranging from 8 – 14 days long |

Company Background

New Zealand Trails was conceived in 2014 by a handful of travel veterans, each with decades of experience operating adventure tours in New Zealand and elsewhere. This team has founded and helped build some of the most recognized adventure travel companies in New Zealand and abroad over the past 20 years and have come together to create a company they are all proud to call their own. 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. Now as the fastest growing travel company in New Zealand, we're heading into our third 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

New Zealand Trails tours are led by two exceptional guides, one is responsible for driving (as advertised here) and one responsible for cooking. Our tours run from 8 – 14 days long around the South Island of New Zealand. This position entails leading groups of up to 14 clients primarily from North America and Australia, on one of New Zealand Trails' hiking tours. The tour itineraries may be found on our website: <https://newzealandtrails.com>

Our tours depart from Auckland, Queenstown and Christchurch and visit a range of locations from Milford Sound, Mt Cook and the Marlborough Sounds and encompass a variety of activities including caving on the west coast, kayaking, biking and hiking in some of the most spectacular scenery in New Zealand. Can you picture yourself flying over Milford Sound in a helicopter to Martins Bay, challenging yourself on a multi-day hike in Nelson Lakes National Park or kayaking alongside dolphins in Queen Charlotte Sound? If so, then keep reading.

There is typically two guides per tour each with specific tasks related to their individual roles.

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 activity 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);
- Responsible for delivering engaging and informative commentary throughout the tour and providing a high standard of service;
- 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;
- Will be ultimately responsible for making decisions when it comes to the safety of the group and their fellow guide during tour activities and crisis situations;
- 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;
- Help clients with their luggage and load the vehicle;
- Assist their fellow guide with cooking, cleaning and other duties as directed by your fellow guide;
- Maintain a clean and presentable vehicle at all times;
- Drive safely obeying all laws, including but not limited to road transport legislation, maximum daily driving time limits, minimum rest periods and speed limits;
- Ensure that you arrive at your destinations in a safe and timely manner; and
- Maintain excellent communication with our key operators to maintain New Zealand Trails' professional relationships.

Staff Training

Staff training for this position will take place over 15 days running from 25th September – 8th October 2017. This training will have two phases with four days of intensive training at one location where your suitability for the role will be assessed. Passing this phase you will be offered a contract and move into the second phase where we will visit key destinations that we travel to throughout the season as part of our tour packages. Training is unpaid, however we will provide transport, food and accommodation for the duration of training.

Essential Criteria

Successful applicants must:

- Have the ability to work unsupervised
- Be comfortable with participating in the outdoor activities with the clients and must have the ability to communicate effectively and encouraging others.
- Be over 23 years of age.
- Attend and pass New Zealand Trails staff training prior to leading tours
- Hold a current first aid certificate prior to the first tour commencing (applicants own cost)
- Be in good physical shape and in good health
- Hold a current Class 2 licence and P endorsement
- Have a clean driving record

Attitude / Behaviour Competencies:

(The behaviour patterns required to perform job tasks and functions effectively)

- **Communication:** Engages others in active, open and productive dialogue. Excellent communication skills including listening, oral and written English essential.

- **Time management and organisational skills:** Handles a demanding workload in a timely and organised way.
- **Interpersonal skills:** Develops and maintains excellent relationships with others. Able to work independently but also to support the work of others.
- **Relationship building:** Proven success in applying interpersonal and relationship building skills at all levels.
- **Proactive:** Able to work proactively. Proactive in seeking solutions and problem solving.
- **Teamwork:** Is a positive contributor to the team, working co-operatively with others.
- **Adaptable:** Is able to be flexible to the needs of clients, colleagues and the business.
- **Drive for results:** Pursues guiding with energy, drive and a strong accomplishment orientation. Proactive.
- **Positive attitude:** Demonstrates ability to remain positive at all times, creating a climate that is upbeat and encouraging.
- **Accuracy:** Reliably pays attention to detail.
- **Initiative:** Uses initiative and suggest ways of improving trips, systems, processes and team performance.
- **Development:** Demonstrates willingness to grow skill base (cross skilling) and recognises personal development opportunities.

Desirable Criteria

- Have experience in group tour leading with proven leadership skills
- Prior professional driving experience
- 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.