**JOB DESCRIPTION**

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**POSITION TITLE:** **Coach Division 2IC**

**BUSINESS UNIT: Coach Division**

**LOCATION: Queenstown**

**REPORTING TO: Coach Division Manager**

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**Position Objective**

The purpose of this role is to support the Coach Division Manager in the operational management of all Southern Discoveries coaching operations. The primary goal of this role is to maintain safe, efficient, and cost-effective operations that deliver a premium customer service experience in all areas of coaching activity.

The position is a “hands on” position that will require a focus on Health & Safety, Training, Administration and Payroll, and on-call support. The incumbent will also be required to drive as part of the role.

**Operational Scope**

* Southern Discoveries Coach Products

**Reporting Responsibility**

This position reports to the Coach Division Manager.

This position requires close liaison with Coach Drivers, Reservations Manager, Reservations Consultants, Dispatch Teams, and Milford Sound Operations.

**Direct Reports**

None

**Responsibility and Key Performance Indicators**

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| **Responsibility** | **Accountability and Key Performance Indicators** |
| **Health and Safety** | * Ensure that coach operations are operated in such a way as they comply with all relevant legislation and particularly the Road Code, the Health and Safety at Work Act (HSWA) 2015 and the Land Transport Rules. * Contribute to the development, adherence and updating of the Southern Discoveries Health & Safety Management Plan * Undertake a regular review of the risk environment in the coach operations area and undertake specific risk assessments as required. * Ensure staff must take responsibility for health and safety and ensure wherever practicable and reasonable that they or others, are not harmed by something they do, fail to do, or do incorrectly. * Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure * Utilise the H&S system to manage all H&S related activity, and assist and train staff on the system as required * Ensure staff use equipment effectively in accordance with company’s Standard Operating Procedures and manufacturers’ instructions. * Attend and participate in Health & Safety meetings * Liaise with the Coach Division H&S Rep to ensure issues are rectified and culture of continuous improvement is maintained * Demonstrate leadership is all aspects of H&S |
| **Fleet Maintenance** | * Assist the Coach Division Manager to monitor the condition of all vehicles in the Southern Discoveries fleets and assess ongoing maintenance needs * Liaise with maintenance providers on maintenance tasks and keep records of vehicle servicing as required * Assist with equipment warranty claims and follow ups * Administer COF, RUC, and Registration deadlines to ensure fleet compliance * Report any serious maintenance or operating issues to the Coach Division Manager a timely manner |
| **Driver Assessment and training** | * Participate in driver assessment and undertake training as required * Keep all driver assessment records up to date * In the absence of the Coach Division Manager, handle both internal and customer complaints in respect to driver performance * Participate in disciplinary processes with drivers when and if such circumstances arise |
| **Driver Rostering** | * In the absence of the Coach Division Manager amend rosters if required due to driver absence or operational requirements * Ensure that all roster changes comply with the New Zealand Driving hours legislated regulations and company SOPs |
| **Decision Making** | * In the absence of the Coach Division Manager, play an active role for the company in assessing road and weather conditions, advising, and making decisions on the operating options on days when conditions are marginal |
| **Incident and Accident Handling** | * In the absence of the Coach Division Manager, be available, within reason, to attend an incident or accident involving the company’s coach fleet and drivers * Co-operate with the authorities and provide effective leadership in handling an accident scene and the care of staff, passengers, and the public in the vicinity * Support the manager in the investigation of incidents and accidents and preparing an incident or accident report |
| **Communication** | * Communicate effectively with all key stakeholders both within and outside the business * Keep the Coach Division Manager and wider team well informed on issues relating to the Coach Division * Communicate regularly with the driving team across the business and participate in regular driver meetings to ensure effective communication is maintained |
| **Administration** | * Keep track of coach kilometres and trips by month for all operations * Update monthly records on coach maintenance and keep clear records on component life and rotation * Monitor driver logbooks and regularly check that all operations are compliant with the Driving Hour Regulations * Complete fortnightly payroll administration for checking and submission to the external payroll provider * Undertake general administration as required |
| **On-call Support** | * Provide on-call support to drivers in the absence of the Coach Division Manager. |
| **Other** | * Assist the Coach Division Manager with documentation updates and projects as required * Any other duties as required from time to time, within the reasonable scope of the role |

**Coach Driver**

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| **1.1 Exceed customer expectations in all aspects of the product delivery.** | * Offer superior customer service and be prepared to contribute to each visitors’ enjoyment through customer interaction and participation. * Dispatch duties, welcoming guests on board, pickups, and manifest checks. * Ensuring customers have the multilingual commentary system as required * Assist guests as required during the journey, and on arrival in Milford Sound and Queenstown. |
| **1.2Tour Guide Role & Commentary** | * This role will be in sole charge of a group of customers in remote parts of the region. Undertake all operational requirements to ensure customer safety is paramount. * Provide commentary to an excellent standard, being both entertaining and informative |
| **1.3 Driving coaches** | * Driving the coach in accordance with NZTA, Manufacturer, and Southern Discoveries’ SOP |
| **1.4 Operational Duties** | * Morning preparation of the coach, including visual checks, reporting issues, and following the start-up procedure. * Assist with minor mechanical repairs, change tyres, and fit snow chains as required * Compete evening duties on return to the coach yard |
| **1.5 Administration** | * Complete all administration in a timely, accurate and efficient manner, including, but not limited to vehicle readings, logbooks, manifest checks, lost property, days sheets etc. |
| **1.6 Teamwork** | * Work collaboratively with the Southern Discoveries’ teams in Queenstown, Te Anau, and Milford Sound. |
| **1.7 Maintenance and cleaning** | * Daily cleaning and maintenance of the coaches as outlined in the Standard Operating Procedures (coaches are professionally cleaned post trip each evening). Coaches are to be maintained to an excellent standard to ensure guest enjoyment. |
| **1.8 Upselling** | * Provide timely and accurate information on Southern Discoveries other products and partner products to customers. * Promote the option to fly back to Queenstown, weather dependent |

**Key Relationships**

**Internal**

* Coach Division Manager
* Milford Cruise Manager
* Reservations Manager
* Reservations Consultants
* Dispatch Teams
* SD Accounting Department

**External**

* Milford Road Alliance – aka Downers
* Queenstown Commercial Vehicle Services
* Cromwell Tyre Services
* Thermo King
* NZ Police
* LTSA

**Authorities to Represent the Company**

* No authority to represent the company, or partner companies in the media. Any media enquiries must be referred to the Chief Executive Officer or the GM – Sales & Marketing
* There is no authority to represent the company in dealings with public authorities such as the NZ Police, Tourism New Zealand, NZTA, DOC unless prior approval is given by the Coach Division Manager and/or CEO.

**Expenditure Authority**

* No expenditure authority unless approved by the Coach Division Manager

**Personal Qualities, Qualifications and Experience**

**Qualifications and Education**

* Clean New Zealand Drivers Licence with Class 4 endorsement and a P endorsement

**Experience**

* Previous relevant experience in dispatch, operational support, training, and assessment in a commercial transport operation
* Significant prior driving experience in Class 4 vehicles with a current clean licence and P endorsement
* Basic mechanical knowledge of coach equipment and accessories
* Knowledge and experience of the Queenstown to Milford journey and Southern region roads and weather

**Personal Attributes and Skills**

* Customer service focused and results-oriented
* Confident, proactive, uses initiative
* Excellent relationship building skills
* Ability to operate independently and as a team
* Respect for co-workers and their opinions
* Receptive to new ideas and willing to embrace change
* Ability to train, and provide constructive feedback
* Ability to multi-task, prioritise and problem solve
* Highly organised with excellent attention to detail
* Excellent communication skills
* Computer literate in a Microsoft environment, able to pick up and use new systems
* Calm under pressure

**I have read and understood this position description (please initial each page as acknowledgement)**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**