

**JOB DESCRIPTION**

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**POSITION TITLE:** Coach Driver - Queenstown

 Milford Day Trips and Mt Nicholas Farm Tours *(If required)*

**BUSINESS UNIT:** Southern Discoveries

**LOCATION:** Queenstown

**REPORTING TO:** Coach Division Manager

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**Position Objectives**

* To be an effective part of the Southern Discoveries team that provides the ultimate Milford Sound experience by exceeding customers’ expectations through superior customer service and product delivery. This will be achieved by ensuring our customers receive an engaging and high-quality experience, from service and safety standards through to client participation and interaction.
* Our goal is to deliver a memorable experience that will assist in positioning Southern Discoveries as one of the premium tourist operators in New Zealand.

**Reporting Responsibility**

* This position immediately reports to the Coach Division Manager.

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| **Key Duties**  | **Outcomes**  |
| **1.1 Health & Safety**  | * Under the Health and Safety at Work Act (HSWA) 2015, all 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.
* Maintain a safe working environment by monitoring safety procedures and equipment.
* Understand how to use equipment effectively in accordance with manufacturers’ instructions.
* Be knowledgeable of procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation
* Adhere to all operating procedures including identifying and acting upon any new hazards or risks.
* Suggest improvements and participate in Health & Safety matters
* Attend and participate in Health & Safety meetings
* Assist passengers in case of emergency, and be observant of guests to ensure general safety
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| **1.2 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.
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| **1.3 Tour 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
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| **1.4 Driving coaches** | * Driving the coach in accordance with NZTA, Manufacturer, and Southern Discoveries’ SOPs
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| **1.5 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
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| **1.6 Administration** | * Complete all administration in a timely, accurate and efficient manner, including, but not limited to vehicle readings, log books, manifest checks, lost property, days sheets etc.
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| **1.7 Team work** | * Work collaboratively with the Southern Discoveries’ teams in Queenstown, Te Anau, and Milford Sound.
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| **1.8 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.
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| **1.9 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
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| **1.10 Other Duties** | * Carry out other tasks that the company may reasonably ask you to complete. Examples of this are driving coaches in other departments, charters, attending meetings etc.
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You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Position Profile**

* The position is best suited to a person who has well-honed coach driving skills in tourism, excellent communications skills, a yearning for customer interaction, and a real passion for the Fiordland and Southland regions

**Key relationships:**

**Internal**

* Coach Division Manager
* Operations Teams in Queenstown, Te Anau and Milford Sound

**External**

* Guests – serve in a friendly, efficient manner.
* Tour Leaders – when appropriate, liaise in a manner that reflects well on Southern Discoveries.
* Event Companies – when appropriate, liaise in a manner that reflects well on Southern Discoveries.
* DOC rangers, Milford Sound Tourism, NZTA and Downers staff – maintaining a respectful working relationship.
* Other drivers – being polite and respectful at all times
* Taxi drivers – for pick up and drop off activities
* Transport police

**Qualifications and Experience**

**Essential**

* Confident public speaker.
* Excellent communication skills
* Enjoys customer interaction
* Ability to work as part of a close knit team.
* Ability to work both under direction and without supervision.
* Fit and active with a ‘can do’ attitude.
* P-Class licence, Class 2 and/or Class 4 endorsement and experience driving coaches

(full training will be provided)

* Calm under pressure

**Desirable**

* Previous guiding experience in a sole charge situation.
* Knowledge of Southland and Fiordland regions.
* Experience driving coaches in all weathers.
* Qualifications in Natural Science/Tourism
* Current First Aid Certificate.

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

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

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

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