

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

COMPANY: PEAK Ecuador
POSITION TITLE: Operations & Purchasing Coordinator
DEPARTMENT: Purchasing & Operations
REPORTING TO: General Manager
DIRECT REPORTS: None to start, may add later
LOCATION: Quito, Ecuador

POSITION PURPOSE:

Reporting to the General Manager in PEAK Ecuador, the Operations & Purchasing Coordinator will play a key role in the new company, with a focus on operations and purchasing role, including the design and quoting of new product and support in negotiation and management of suppliers, as well as in managing the quality of trips and leaders, including but not limited to processing and reading feedback and Trip Reports from leaders, handling day-to-day issues, and responding to issues and complaints.

In the initial months, the Operations & Purchasing Coordinator will need to be flexible in taking on additional roles, including office and company set-up, expenses reports of the tour leaders, reservations work as needed, and client briefings during the weekends and after working hours.

QUALIFICATIONS AND EXPERIENCE

- Extensive experience working in travel industry and knowledge of destinations in Galapagos and Ecuador in General
- Experience in developing and costing new tours and managing suppliers
- Experience in administrative tasks and strong computer skills, using Microsoft Office and other software
- Spanish & English spoken and written fluency

OTHER SKILLS AND ATTRIBUTES

- A knowledge of the style of travel, operating systems and trips of Intrepid and other PEAK brands advantageous
- An understanding of culture and business etiquette in South America
- Ability to handle a multitude of tasks that may be on the go at the one time
- A willingness to work flexible hours
- A capacity to make decisions independently
- Outstanding organisational skills
- An understanding of and commitment to customer satisfaction
- Excellent verbal communication skills and writing ability
- Ability to deal with difficult clients
- Team work
- Ability to working within deadlines
- Ability to lead and motivate others
- Self-motivated and Goal-orientated
- Positive and innovative attitude
- A sense of humour and a smile

OTHER REQUIREMENTS

- Willingness to travel
- Be on call via mobile phone out of office hours
- Citizen or Resident of Ecuador preferred

POSITION ACCOUNTABILITIES:

Accountabilities	Benchmark Measure	Key Activities to achieve accountabilities
Trip Run to Agreed Standards	<ul style="list-style-type: none"> • Overall passenger feedback results in region, including responsible travel and brand-specific feedback • Annual Safety Evaluations completed and report followed-up 	<ul style="list-style-type: none"> • Support GM in implementation of PEAK safety, operational, responsible travel, and leader policies and guidelines • Process, monitor and report on passenger feedback • On call 24/7 for passengers (emergency phone) for emergencies and assist with emergencies as they arise in accordance with PEAK policy • Ensure branding of trips meets brand requirements
Leader Support, Resources and Communication	<ul style="list-style-type: none"> • Overall leader performance results • Staff Survey Results – 	<ul style="list-style-type: none"> • Keep leaders and local guides informed of current operational and trip issues and ensure all have access to up to date information

	Leaders	<ul style="list-style-type: none"> Regular email updates general news and local information Prompt update of Leaders' notes and costings to ensure always up to date Respond to all Trip Reports within 48 hours Ensure that tour leaders follow-up with passengers to get high levels of feedback Co-ordinate ongoing development of city sheets, language sheets, RT sheets and other leaders resources. Co-ordinate the maintenance of Leaders rooms, offices and passenger notice boards in our main bases (where applicable).
Management, Recruitment and Training of Leaders and Customer Service Staff	<ul style="list-style-type: none"> Customer Service Staff performing to expectations New leaders within 10% of company average after 2 trips 	<ul style="list-style-type: none"> Support GM for management of Customer Service staff, local guides and tour leaders Support with recruitment and training of customer service staff, new leaders and local guides, and retraining of existing staff, leaders and guides Ensure correct processes are followed to minimize risk and errors
Supplier Management, Negotiations and Pricing	<ul style="list-style-type: none"> % increase in cost of trips Average gross profit margin of trips Accommodation, transport and local guide scores in passenger feedback Contracts in place with all suppliers for all services 	<ul style="list-style-type: none"> Support GM to achieve competitive pricing through negotiations with suppliers, change of supplier recommendations, and change of itinerary suggestions Prepare statistics and volume projections to support supplier negotiations Maintain and update trip costings documents in Excel and Elements Keep records of suppliers, negotiations, prices, contracts and potential new suppliers in Elements (internal database) Ensure operator's service remains at the agreed standard and issues with suppliers resolved promptly Benchmark pricing through comparison to competitors
Product Quality, Product Information, and New Product Development	<ul style="list-style-type: none"> Overall passenger feedback from trips Trip Notes pax feedback Brand feedback on trips and level of customer service 	<ul style="list-style-type: none"> Learn all the company's product and services in the mainland and Galapagos to deliver the best experience to our clients. Develop, update and ensure the quality and accuracy of pre-trip information and trip notes for passengers Provide new product recommendations to Operations and General Managers Assist in improving quality of existing trips and operational procedures Meet Brochure/website requirements & deadlines (trip notes etc) for all PEAK brands Respond to any reservations queries and provide assistance with training as required Look what the competition is doing and present ideas or product at better price to the brands
Manage complaints	<ul style="list-style-type: none"> Response time and quality to complaints Low complaint levels 	<ul style="list-style-type: none"> Handle on-ground passenger complaints and queries under supervision of GM or Ops Manager Respond to written complaints within 3 working days and provide details to Ops & General Manager
Administration & accounts and purchasing	<ul style="list-style-type: none"> Leader Accounts submitted on time % of trips run to budget 	<ul style="list-style-type: none"> Handle leader accounts enquiries and monitor leaders accounts accuracy Authorize payments for the Special groups or overbookings Collate information for leader bonuses Manage own expenses within budgetary provisions.

DMC Quotes for External and FIT clients	<ul style="list-style-type: none"> • All quotations submitted within agreed deadlines • All services delivered as agreed in quotation 	<ul style="list-style-type: none"> • Prepare or supervise the quotes and purchasing for all DMC non-PEAK clients and FIT clients • Ensure the quality and delivery of all services as quoted in confirmed itineraries
Administrative and Other tasks and projects	<ul style="list-style-type: none"> • Projects/tasks completed on time and to the quality required • GM feedback 	<ul style="list-style-type: none"> • Assist GM with specific tasks or projects as required, in particular during initial months of company, including but not limited to: • Office set-up and admin • Serving as customer service rep in doing customer briefing • Reservations work • Assist GM getting all the permits/licenses of the Office • Pay the rent, phone, water electricity and all the basic services of the office • Assist with all paperwork needed, including municipal, ministry of tourism, National parks, taxes office, social security, etc.