Updated 28 September 2016

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME:		**REPORTING TO:**	**Operations Manager (OM)**
POSITION TITLE:	**Group Leader**	**DIRECT REPORTS:**	**nil**
DEPARTMENT:	**Operations**	**LOCATION:**	**Europe**

POSITION PURPOSE:

To ensure the overall successful operation of each trip as detailed by PEAK DMC Marrakech management with particular reference to the health, safety and enjoyment of the travellers.
Above mentioned trips are conducted by PEAK Marrakech DMC. The huge majority of those tours will be operated for the Intrepid Group, mainly for the brand Intrepid Travel, a smaller number for their sister brands Peregrine and Geckos and also for other renowned brands in the travel industry.

QUALIFICATIONS AND EXPERIENCE

- Senior First Aid Certificate (must be completed prior to commencement).
- Experience working with, and developing rapport with, a broad range of individuals and groups.
- Customer Service Experience
- Basic computer skills including email, Word and Excel.
- Travel experience within the region to be employed

OTHER SKILLS AND ATTRIBUTES

- An understanding of and commitment to PEAK DMC´s Responsible Travel philosophy.
- High standards of customer service
- Leadership skills
- Passion for travel
- Ability to work independently and problem solve
- Excellent organizational skills
- Experience in budgeting and handling large sums of money
- Competency in local language & English
- An ability to communicate with people from varied cultures and backgrounds
- To be physically fit and healthy to withstand the combination of long hours, and often mentally and physically challenging conditions
- Sense of humour

OTHER REQUIREMENTS

- EU passport (or work permit for the entire EU)
- At least two European languages
- Travel experience within Europe

ANNUAL OPERATIONAL ACCOUNTABILITIES

To consistently deliver a high level of Customer Service and Passenger Satisfaction.

- Day to day leading in an organized and professional manner.
- To provide regular briefings to passengers.
- To continually update and increase local knowledge of region/s by actively researching information in books, magazines, internet and interaction with local communities.
- To research and create/update information to be used in our internal destination database.
- Actively assist travellers when problems occur.
- Take into account needs of individuals as well as the group.

Benchmark Measure: Passenger Feedback

To run all trips to Budget in accordance with PEAK DMC Marrakech accounting procedures.

- Provide accurate emailed accounts within two days of a trip finishing.
- Keep up to date with most recent costings.
- Keep additional costs, (e.g. office) to a minimum where possible.

Benchmark Measure: Monthly report from the accounts department

To run trips in adherence to PEAK Itineraries, Policies & Guidelines and company values

- To be aware of current PEAK Policy and Guidelines relevant to leading and to act within these at all times.
- To ensure the safety and well being of our travellers by leading trips in accordance with PEAK DMC's safety policy.
- Be mindful of the safety of customers at all times and to take preventative measures to ensure your own safety as well as that of your group members.
- To run the trip in accordance with the itinerary as specified
- To uphold and promote Responsible Travel practices and adherence to Company Values by acting as a role model to other leaders and travellers by demonstrating respect for local people, customs and environments.
- Initiating and/or participating in RT projects.
- To facilitate interaction with local communities by initiating activities that bring travellers into contact with local communities, e.g. market visits
- To ensure group members also adhere to PEAK DMC Policy and Guidelines wherever relevant and to act upon behaviour that contravene these.

Benchmark Measure:
Passenger feedback and reporting from RT co-ordinator, Operations Manager, Sales Staff, etc.
Complaint letters from customers and agents.
Number of incidents resulting from trips led.

To carry out administrative requirements in a thorough and timely manner.

- Administrative requirements include; loading passenger insurance and next of kin details into the database, bookings, trip reports, etc.,
- To communicate with PEAK Office staff, management and fellow leaders in a regular and timely manner.
- To report any safety incidents to management immediately

Benchmark Measure:
Operations Manager reports and reviews – feedback from associated departments e.g. accounts timelIne