



Updated: 9 January 2017

<b>NAME:</b>			
<b>POSITION TITLE:</b> Group Leader	<b>REPORTING TO:</b>	<b>Operations and Purchasing Manager</b>	
<b>DEPARTMENT:</b> Operations	<b>DIRECT REPORTS:</b>	Nil	<b>LOCATION:</b> Japan

PEAK Destination Management Company is the world's largest adventure travel company operating amazing journeys for Intrepid Travel, Peregrine Adventures, Gecko's, and many more. PEAK DMC will open its newest company headquarters in Kyoto, Japan in early 2017.

Part of the Intrepid Group, PEAK is a global leader in sustainable experience-rich travel. We specialize in small group adventure tours and annually carry over 250,000 visitors to more than 100 countries. The company is privately owned with headquarters in Australia and offices around the world.

#### **POSITION PURPOSE:**

To ensure the successful operation of each trip as detailed by PEAK DMC Japan with particular reference to the health, safety, and overall experience of the travellers.

#### **QUALIFICATIONS AND EXPERIENCE:**

- Senior First Aid Certificate
- Experience working with and developing rapport with a broad range of individuals and groups
- Customer service experience
- Experience travelling throughout Japan
- Travel industry certification such as guide or travel escort license
- Basic computer skills including email, word and excel
- High level verbal and written English and Japanese language skills.

#### **OTHER SKILLS AND ATTRIBUTES:**

- Knowledge of the Intrepid Group style of travel and trips would be an advantage
- A commitment to exceeding customer expectations
- Leadership skills
- Passion for travel
- Ability to work independently and problem solve
- Excellent organisational skills
- Experience budgeting and handling sums of money
- An ability to communicate with people from varied cultures and backgrounds
- To be physically fit and healthy to deliver successful trips in sometimes mentally and physically challenging conditions
- A willingness to work flexible hours according to the groups needs
- An understanding of and belief in the Intrepid Group's Responsible Travel philosophy
- A sense of humour and a smile!

#### **REQUIREMENTS:**

- To be able to travel within Japan and on occasions other destinations as required
- To be on call via mobile phone when on trip

**ACCOUNTABILITIES & BENCHMARK MEASURES:**

Annual Operational Accountabilities	Benchmark Measure
Passenger satisfaction	<ul style="list-style-type: none"> <li>• Day to day leading in an organised and professional manner</li> <li>• Regular briefings with travellers</li> <li>• Increase local knowledge through researching in books, on line, and through interaction with suppliers and communities we visit, and share with travellers</li> <li>• Research and create/update leader information, trip and supplier notes</li> <li>• Assist travellers when problems arise</li> <li>• Take into account the needs of individuals and the group</li> </ul> <p><b>Average enjoyment ratings from passenger feedback data</b></p>
Budgets	<ul style="list-style-type: none"> <li>• Provide accurate emailed accounts within two days of finishing</li> <li>• Keep up-to-date with recent costings and provide information to the office</li> </ul> <p><b>Report from account department on trip profitability and leader performance</b></p>
Quality Control and adherence to PEAK itineraries, policies and guidelines and company values	<ul style="list-style-type: none"> <li>• Aware of current PEAK policy and Guidelines relevant to leading and act within these at all times</li> <li>• Ensure the safety and well being of travellers by leading trips in accordance with PEAK safety policy, and taking preventative measures to ensure the safety of group members</li> <li>• To run the trip itinerary as specified</li> <li>• To uphold and promote responsible travel practices and adherence to Company Values by acting as a role model for other leaders and travellers and by demonstrating respect for local people, cultures, customs and environments</li> <li>• Initiating or participating in responsible travel projects</li> <li>• Facilitating interaction between local communities and travellers</li> <li>• Ensuring group members adhere to PEAK Policy and Guidelines where relevant and act upon behaviour that contravenes this</li> </ul> <p><b>Trip feedback, and responsible travel ratings. No complaint letters from customers or agents. No avoidable incidents resulting from trips led.</b></p>
Administration	<ul style="list-style-type: none"> <li>• Administrative and financial information provided in a thorough and timely manner including passenger insurance details, bookings, trip reports, trip fund finalisation etc.</li> <li>• PEAK office, management, and fellow leaders communicated with regularly and in a timely manner.</li> <li>• Safety incidents or breaches of policy or core values reported immediately.</li> </ul> <p><b>Manager reports and reviews. Feedback from associated departments.</b></p>