



## **POSITION**

### **General/ Operations Manager – Mainland Australia**

Park Trek Walking Holidays is seeking an experienced General/Operations Manager – Mainland Australia. After 20 years of operation and expansion over the past four years, we are ready for a dynamic General/ Operations Manager to take up the reins of our business on the mainland. This is your chance to apply your exceptional management skills and talents to an established, nationally recognised tourism business with a strong domestic market. You will look after the general management and mainland operations of the business working closely with the Operations Manager – Tasmania who looks after the Tasmanian tour operations.

Our team's passion and enthusiasm for nature-based tourism is clear. Park Trek is proud to be Advanced Eco Certified and takes its responsibility to sustainable travel seriously. Our guests include a large number of return travellers and new guests, who book with us knowing that they will be delivered a first class guided hiking experience.

## **OBJECTIVE**

Working as a critical part of the Park Trek team the General/Operations Manager – Mainland Australia reports to the Company Director, supervises all mainland staff and works closely with the Operations Manager – Tasmania, to drive the business.

You will manage the day-to-day operations of the Park Trek, including overseeing office staff and driving business function, rostering of guides and vehicles on the mainland, recruitment and HR processes, implementation of new technologies and report regularly to the Director. You will work with the finance manager and finance assistant to ensure budgets are met and ensure forecasting is accurate.

You will have an oversight of the entire business from budget to finance, staff management and tour operations of mainland Australia. You will ensure the smooth operation and outputs of Park Trek Walking Holidays through creative thinking, determination and attention to detail.

This role manages the mainland guiding team and office staff to ensure the Company's objectives are delivered through flexibility, efficiency and creative outputs.

The candidate will be Melbourne-based and work flexibly from home and also from a co-working space with one other admin staff member. You will be responsible for ensuring the Melbourne-based depot is clean and functional at all times. You will be required to work in all facets of the business, from provisioning to preparing trip documents, ensuring servicing of vehicles and trailers is up to date and meet with the mainland guiding team pre and post tour at the depot.

## **REPORTS TO**

Directors of Park Trek Holidays

## **ALLOCATION**

This is a full-time position with out of hours responsibilities.

## **DIRECT REPORTS**

Oversees mainland guide team

Oversees mainland office team

## **KEY WORKING RELATIONSHIPS**

- Directors
- Park Trek office team
- Guides
- Customers
- Suppliers

## **KEY ACCOUNTABILITIES/RESPONSIBILITIES**

- Manage day-to-day operations of business including budget targets, finance forecasting in conjunction with finance manager
- Manage and drive office team to achieve deliverables
- Guide staff rostering – mainland Australia
- Vehicle logistics and resource allocation/ scheduling
- Managing recruitment of mainland guiding and office staff
- Ensuring the mainland Melbourne depot is functional, clean, tidy and up to standard at all times
- Meet with mainland guide staff onsite at Melbourne depot pre and post tour
- Manage and administer the cleaning and provisioning schedule, including cleaning and provisioning if and when required
- Training new mainland office staff
- Delivering HR solutions to mainland guiding team
- High HR level administration – including maintaining scheduling software & delivering outputs to make Park Trek an employee of choice
- Policy development and implementation
- Maintenance of online Guide Portal
- Problem solving
- Provide first-level support for office IT issues
- Liaising with customers via telephone and email

- General admin duties including creating bookings in Rezdy, preparing trip documents, run sheets, etc
- New itinerary development
- Attending familiarisation trips (famils) for Park Trek Walking Holidays destinations
- Web updates (Wordpress)
- Demonstrate the Park Trek Walking Holidays values including excellent customer service, attention to detail, honesty and integrity at all times

## **SKILLS AND EXPERIENCE**

### **Essential**

- Experience in the tourism industry in operations, preferably in small group touring
- Previous experience leading and managing a team
- High level administration experience – able to manage all deadlines including operational, marketing and general business
- Excellent organisation skills – manage the running of the mainland operations and reservations teams
- Creative thinking and high-level problem solving
- Ensure the business has sufficient resources (staff, material and equipment)
- MS Office proficiency including Word, Excel and Outlook
- Quick to learn and embrace new technologies
- Extremely high-level attention to detail
- Well-developed oral and written communication skills
- Willingness and ability to work in a hands-on, small team environment
- Flexibility and a willingness to embrace new tasks
- Ensure all company activities adhere to legal guidelines and policies
- Onboarding of new employees (office and guiding staff for mainland)
- Promote a company culture that encourages high performance and morale
- Perform employee evaluations to determine areas of improvement
- Able to work independently

### **Desirable**

Previous work experience as a tour guide

Understanding of key hiking destinations covered by Park Trek in mainland Australia

Experience in nature-based travel

For further information contact: [ingrid@parktrek.com.au](mailto:ingrid@parktrek.com.au)