



Position Description

Job Title: Queenstown Driver & Customer Experience Host

Reports to: Frontline Head of Department & Vehicles Manager

Purpose of Role:

To facilitate a high-quality, hosted bus experience, providing an informative & welcoming atmosphere, as an integral part of the overall customer journey, from the point of pick-up until drop-off; including greeting, hosting, driving & harnessing customers, while adhering at all times to NZTA & AJHBNZ safety & operational standards.

Reporting Relationships:

Cross reporting will be a daily requirement for all AJHB Crew

Functional Relationships:

- HOD and Vehicles Manager
- Queenstown Sites Manager
- Site Supervisors
- Site Hosts
- QBC Frontline Crew

Working Relationships:

- All Crew
- Maintenance personnel
- Customers

Key Accountabilities:

Health & Safety

Responsibilities include:

- Have full understanding of & adhere to, all H&S policies, SOP's, ERP's, procedures & regulations
- Ensure AJHB H&S policies are adhered to, including the timely reporting & follow up on all hazards, incidents, injuries or near misses
- Demonstrate comprehensive understanding of all tasks, manuals, systems & procedures
- Ensure safety of all Crew, Contractors, Visitors & Equipment; proactively mitigating & taking responsibility for any potential H&S issues
- Participate in the development of a safe & healthy workplace
- Complete any remedial actions, as required by the H&S Manager, to meet specific H&S compliance requirements
- Provide clear & comprehensive safety briefings to customers
- Maintain all areas of vehicles in a clean, safe & presentable manner
- Ensure vehicle is roadworthy & legally compliant eg: RUC, COF, Compliance checks
- Check & maintain fuel, oil & water levels daily
- Complete vehicle daily check sheet
- Prevent damage to company vehicles & assist with maintenance, as required
- Operate company vehicle in a clean & roadworthy condition to ensure maximum safety of the driver, occupants & other road users, at all times

Key performance indicators:

- *Customers are fully aware of H&S considerations*
- *All PPE is worn correctly, when performing role, maintained & cared for as directed & repair/replacement is reduced*
- *Demonstrates responsibility for the overall safety of the Crew & Visitors & registers hazards, as they arise*
- *Standard are consistently & accurately met, in line with SOPs*
- *H&S policies are consistently & accurately met, in line with SOPs; issues are reported & dealt with in a timely manner & SM is kept aware of any compliance irregularities*
- *Any damage, accidents, incidents, near misses or injuries are reported accurately, in a timely manner & are reduced, consequently*
- *Any incidents that involve, or have potential to, harm are proactively investigated with action points implemented, as soon as practicable*
- *Vehicles are maintained as best possible, resulting in reduced maintenance & repair work being required*
- *All logs & paperwork are accurately maintained*

Customer Experience

Responsibilities include:

- *Develop a comprehensive understanding of all site policies & procedures*
- *Gathering & escorting each trip in a welcoming way from the Queenstown Bungy Centre to our buses*
- *Providing an initial, personalised briefing about the journey before departing town*
- *Ensuring the consistent use of our AV systems to show our bus journey video*
- *Providing customers with our required standards of interaction & interpretation on every bus journey*
- *Using appropriate music, as per company guidelines, to enhance the experience of every bus journey*
- *Handing over to site hosts to ensure continuous hosted experience for customers*
- *Ensure waiting customers receive timely notice of departures from site & that no post-activity customers are left behind, if space is available*
- *Provide a final commentary at the end of every bus journey that finishes off the customer journey in a clear & friendly manner*
- *Show awareness of when & how to escalate a customer issue/complaint appropriately*

Key performance indicators:

- *Facilitation of a fun, energetic & professional atmosphere on-board the bus*
- *Enthusiastic & welcoming manner is upheld at all times*
- *Thorough understanding of all relevant interpretive points about AJHB activities*
- *Use of music that is suitable to our customers & activities*
- *Positive feedback received from internal & external customer experience audits that all guidelines are being consistently followed*
- *Return transport manifests are accurately maintained*
- *Customer issues are handled or resolved in a timely, efficient & satisfactory manner & handed to Managers, where required*

Systems & Procedures

Responsibilities include:

- *Complete company timekeeping records, as required, including personal timesheet*

Key performance indicators:

- *Accurate, timely completion & submission of all timekeeping logs & paperwork*

Sales & Service

Responsibilities include:

- Proactively promote & drive the sale of all AJHB activities & products
- Demonstrate a comprehensive understanding of AJHB products
- Demonstrate passion for the story of Bungy & AJ Hackett Bungy NZ
- Work as part of a team to deliver professional & appropriate customer service in all situations
- Proactively greet all customers & engage with all visitors in a welcoming manner
- Assist with customer harnessing & the completion of any requested onsite tasks, outside of required break times
- Assist in providing any product education customers require
- Assist in the creation of an energetic & fun workplace atmosphere
- Build long term relationships with all Crew you are required to engage with

Key performance indicators:

- *All information provided to customers is correct, relevant, current & engaging*
- *Enthusiastic & welcoming manner is upheld, at all times*
- *Enquiring customers are given full explanation about the relevant options available & encouraged to purchase/increase purchases*
- *Positive relationships with Crew are maintained & improved on*
- *All customers experience consistent service across all sites, by all Crew*
- *Customer harnesses are safely & comfortably fitted in consistent manner*
- *Customer feedback received is positive about all aspects of the product/service provided*

Driving Duties

Responsibilities include:

- Follow all written PSV driver task procedures, as per training manuals
- Adapt driving style to vehicle type & the relevant road & weather conditions
- Maintain accurate manifest of customers travelling between sites
- Record & enter odometer/hub-odometer readings correctly, as required
- Ensure Nevis access road procedures are adhered to at all times
- Accurately maintain vehicle record keeping & driving logbook at all times

Key performance indicators:

- *All driving tasks are performed to satisfactory standard at all times*
- *Maintain an individual driver safety rating of at least 3 stars under eroad system*
- *Accurate communication between sites is given & received*
- *All logs & paperwork are accurately maintained*

Reporting

Responsibilities include:

- Report all accidents, vehicle faults & maintenance issues in a timely manner
- Report all technical & operational faults with on-board AV systems
- Report all potential hazards on the Nevis access road
- Provide feedback on general traffic conditions or any other circumstances that have the ability to affect the efficiency of daily site operations

Key performance indicators:

- *Accurate & timely reports are created when required & urgent issues escalated*
- *Proactive feedback provided on hazards & potential solutions is given*

General Duties

Responsibilities include:

- Attend & actively engage in departmental meetings, as required

- Proactively work through training levels within department manuals to achieve required knowledge level
- Assist in training new Crew, as required by supervisors & managers
- Take responsibility for staying updated on all Crew communications

Key performance indicators:

- *All meetings are attended*
- *All duties, whether outside of typical tasks, are completed in an accurate, timely & enthusiastic manner*

Professional Attributes:

Personal Attributes:

- Reliable & have respect for the NZ road code & H&S requirements
- Ability to follow procedures & instructions
- Good communication skills & able to engage in confident public speaking
- Professional & appropriate customer service
- Able to perform effectively both as part of a team & in unsupervised isolation
- Energetic & confident, with inviting & approachable personality
- Willingness to learn new tasks & open to change
- Tolerance for stress & ability to manage it
- Fit & able
- Adopt company culture & values
- Wear the current company uniform correctly & maintain both the uniform & general personal presentation to a professional standard

Qualifications:

- Current New Zealand Class 2 Drivers License with P class endorsement
- First Aid Qualification

Preferred Attributes:

- Local knowledge of the Queenstown Lakes area
- Previous frontline experience in the NZ Tourism Industry

Flexibility will be required in all roles & AJHB expect all employees to get involved in tasks, when asked. We have done our best to outline the key components of this role but, as with any tourism related business, employees may be required to complete additional tasks on an ad-hoc basis, to ensure continued, smooth operation of business.

Employee Name:

Signed:

Date:

Manager Name:

Signed:

Date: