



(September 2015)

Tour Guide - Whitsunday Segway Tours

Job Description: Segway Tour Guide

Reports to:

Segway Tour Guide, immediate supervisor is: Zak Kelly

Responsible for:

The safety, commentary, fun and wellbeing of the businesses clients/riders of Segways for the purpose of guided Segway tours on our Rainforest and Airlie Beach/Cannonvale tours.

Description of Tours:

Whitsunday Segway Tours is an exciting mainland tour business in the Whitsunday region. We operate quality, informative and fun guided Segway tours in the Whitsunday region, on our rainforest and Airlie Beach/Cannonvale tours, twice daily, morning and afternoon with up to seven (7) riders/clients per tour. Cruise ship mainland Segway tours are also conducted.

Base location is in Airlie Beach, Whitsundays.

Descriptive tour overview will be provided after application within interview.

Duties include:

- Greeting customers with courtesy, respect, confidence, enthusiasm all underpinned with a sense of fun.
- Conducting orientation prior to commencing out on Segway trail providing clear and easy to follow instructions and guidance before and at all times during the trip and on return to departure point.
- Equipping and training customers on the safe use of Segway in preparation for tours, Eg: including fitting riders with helmets and ensuring weight restrictions and age limits are adhered to.
- Understanding and adhering to the business's high safety and legal standards.
- Conducting Segway tours with up a maximum of seven (7) riders/participants.
- Supervising the use of the Segway PTs by customers to ensure safety guidelines are adhered to at all times.

- Encouraging feedback from clients after each tour to ensure the best possible experience for patrons at all times.
- Assisting in the research of and compilation of historical/cultural/ geographical and botanical information regarding all aspects of the tour.
- Assisting in the Marketing of tour to potential customers; sales agents or other stakeholders;
- Continual upkeep cleanliness and preventative maintenance of the Segways and associated equipment.
- Reporting and completion operational paperwork/forms for the tours and submission.
- Other operational duties as directed by the reporting supervisor from time to time to assist overall operations of the tour company.

Skills required:

- Leadership attributes with charisma
- Outgoing personality and excellent people skills
- Excellent customer service skills
- Perfectionism and attention to detail
- Quality focused
- Initiative and proactive skills
- **Safety orientated, with the ability to assess risks**
- Must be a team player but able to work independently
- Safety focussed
- Organisational skills, time management and ability to manage people
- Ability to relate and adapt to a wide age range of clients and their personalities
- an excellent standard of presentation and communications skills
- Willingness to learn and impart knowledge to patrons
- A commitment to the environmental values of the Whitsunday Region
- A commitment to the policies and procedures of Whitsunday Segway Tours

Qualifications, Experience and Attributes:

While experience in conducting Segway tours and qualifications as a tour guide is not essential, previous tour guiding experience or wider tourism experience will be highly regarded.

To be part of our team, you must have a 'can do' attitude and be a team player who demonstrates a strong commitment to giving patrons the most amazing, fun and safest holiday experience, at the same time showcasing the botanical, environmental, cultural and historical values of the Whitsundays.

Local Whitsunday residents are encouraged to apply.

Previous experience driving and towing trailers is preferred. A drivers licence is required.

Essentials:

- Advanced First Aid (including CPR)
- **Drivers C (car) class drivers licence and ability to manoeuvre a towed trailer.**
- Due to Segway operations, the Tour Guide must be between 45kg and 117kg

- Due to Segway operations, the Tour Guide must be physically fit and have the ability to lift up to 30kg.
- Due to Segway operations, the Tour Guide must have good balance and motor skills
- Due to Segway operations, the Tour Guide must have clear speech and good eyesight.
- Ability to work unsupervised.
- Time management and safety orientated mindset.

Desirable aspects:

- Knowledge and interest with use of technology.
- Detailed knowledge in local flora and fauna and the local environment.
- Appreciation and interpretation of local environment and its conservation.
- History and Whitsunday Region, both locally and as a whole.
- Detailed knowledge of current Whitsunday Region.
- Knowledge of Whitsunday accommodation locations
- Ability to assess and understand local weather conditions.
- Able to communicate through different language barriers.
- Communicate and interpret other languages other than English is an advantage.

Tenure:

This position is based on a casual roster with above hourly rate, weekend penalty rates will also apply. Other staff entitlements are also included as required by law.

Probationary period is three (3) months from commencement of employment.

Training will be provided by current tour guide and staff.

This position, if successful, will be a long term employment position of a minimum of 10 months.

Contact information:

Please email your resume submissions to:

fun@whitsundaysegwaytours.com.au

Att to: Zak Kelly