



POSITION DESCRIPTION

Job Position	Bus Driver/Tour Guide & Administration Assistant (Chinese Speaking) – Full Time Position
Reports To	Business Manager / Chief Pilot
Hours of Duty	<p>You will be required to work 38hrs per week, split over 5 days a week but flexibility within your role is a must. You will be required to work on weekends frequently – primarily working with operations for each flight but when we are not flying, you can make up your hours in the office by assisting with administration work.</p> <p>Flying days – working on the field: Monday to Friday. Depending on the sunrise, your hours could start anytime between approx. 3/4am and finishing anytime between 11-12pm. This is determined by sunrise – we meet approx. 2.5hrs before sunrise.</p> <p>E.g. At this time of the year we are meeting in the Yarra Valley around 5am, so we would require the guide to provide CBD hotel pickups around 3-3.30am depending on how many there are. The passengers would be back after their flight for breakfast around 8-8.30am and then the driver would take all CBD hotel transfers back into the city by about 10.30-11am. In summer the shift will finish earlier.</p> <p>Non-flying days – in the office: When flights are not proceeding due to weather, you will be required to make up hours in the office. Hours are generally 8.30am to 4.30pm but flexible.</p> <p>Additional reasonable hours may be required during peak periods.</p>
General Understanding	<p>Global Ballooning Australia is the largest hot air ballooning company in Victoria, operating sunrise balloon flights for 26 years over Melbourne & Yarra Valley and occasionally nationally/worldwide. As a small business it is important to understand that your performance is crucial to our continued success and that the job requires that you have a dedicated work ethic. It is important to understand that there is no single job description that would clearly cover what each individual’s duties are. The single most important attribute is that you enjoy what you do and have a happy working relationship with all involved.</p> <p>Your role is to support the Pilots in the daily operating of balloon flights. You are required to conduct yourself in a diligent professional manner maintaining good faith and ensuring you work in the best interest of the company at all times. You will respect and maintain all policies and procedures outlined in the Operations Manual. The job can be demanding, frustrating and sometimes long hours, it can also be incredibly rewarding and exciting. Your future duties and</p>

	<p>responsibilities within this company structure are totally dependent on your attitude, commitment and desire.</p> <p>Besides absolutely loving what we do, we pride ourselves on our company culture and staff satisfaction is super important at Global Ballooning Australia. Additionally, you are to ensure our passengers have a wonderful experience and create lasting memories.</p> <p>All new employees undergo comprehensive induction/training, as well as receiving ongoing specific training when required.</p>
<p>As an employee, you will enjoy...</p>	<ul style="list-style-type: none"> • Access to a variety of staff discounts and benefits <ul style="list-style-type: none"> - Breakfast after you crew - Tours and accommodation at discounted industry rates - Complimentary hot air balloon flights - Training opportunities encouraged • A fun, flexible and supportive working culture • Close proximity to public transport
<p>Job Purpose</p>	<p>Primarily, this role will be to drive a company vehicle to conduct city hotel pickups, drive passengers to the Yarra Valley and return passengers to the city after the flight and breakfast - this role will be perfect for someone who lives within 20kms of the city.</p> <p>Throughout this experience, tour guiding expertise is essential to give all passengers a clear understanding of what is happening from start to end of their experience. Maximise and build company awareness through networking and promotion after the flight.</p> <p>Also, physical assistance during the balloon flight is essential to provide support to the pilot in preparation of launch and landing the balloon – all the time, ensuring a high standard of service and safety to passengers & being proactive with translating to all passengers in English & Chinese.</p> <p>On non-flying days, the role undertakes general administrative and communication duties in the Richmond office to provide support to the office team. Servicing the needs of a variety of corporate and leisure customers is of a high priority, while ensuring the seamless internal communications with all office staff and operations crew.</p>
<p>Job Qualifications / Experience</p>	<ul style="list-style-type: none"> • Tour Guide experience necessary - Tourism and travel industry knowledge and experience • Must speak fluent Chinese and English; written and spoken • Experienced in driving 4WD vehicles and buses • Medium Rigid or Heavy Bus License • Taxi Directorate – Drivers Certificate • Experienced in towing and reversing trailers • A current level 2 First Aid Certificate is desirable • Knowledge of bus accreditation systems is desirable but not essential • Proficient with Microsoft Office
<p>Job Holder Responsibilities</p>	<p>The below applies when working in operations and in the office:</p> <ul style="list-style-type: none"> • Transportation of passengers in 4WD vehicles and Buses • Drive a bus on a daily return trip from the city to the Yarra Valley (occasionally may require assistance for the Melbourne flight) • Navigate around Melbourne CBD to locate city hotels to collect passengers & navigate around the Yarra Valley at one of the many launch/landing sites (this is determined by wind direction)

	<ul style="list-style-type: none"> • Meet and greet passengers • Identify and report weather changes on the ground • Assist with passengers getting into and out of the basket if necessary • Rigging and packing up of the balloon • Driving a vehicle to the planned landing site during the flight to retrieving the balloon • Cleaning and maintenance of vehicles and equipment • Take payments from passengers and maintain accurate records of each flight on flight report sheets • Assist with the general needs of passengers at breakfast, including pouring champagne, serving food if required, and answering any questions or queries they may have. You will also enjoy breakfast with the guests • Promote, add value and represent the company in a positive manner • Achieve the highest standard of product, professionalism and passenger awareness • Maintain a constant liaison with staff members within the company, address any problems or positive issues, and have a general understanding of the day to day goings on • When in the office, actively generate sales and bookings of balloon flights and accommodation packages through all points of contact, including in person, whilst delivering exceptional customer service • Ensure all emails are responded to with the outcome of booking conversions • Liaise with tourism trade distribution channels including wholesale/retail and inbound, with an understanding of rates, commissions and the processing of bookings from these areas. • Provide support for marketing activities relating to concierge, local and international agents • Establish and maintain relationships with government bodies and other Melbourne and Yarra Valley based stakeholders to leverage 'preferred supplier' status, particularly tourism associations and major hotels • Manage the advertising, cooperative marketing, sales and staffing for targeted campaigns throughout the year • Manage the day-to-day office admin for all flights - forward bookings and flight reports. Provide support where required • Assist in maintaining the GBA websites, social media sites, database of agents, clients and bookings, through constant updating of information • Understand all areas of the business and its partnerships to build a comprehensive approach to servicing the needs of private, government and corporate concerns • Provide assistance to the Office staff, Pilots and Operations Crew, whilst maintaining a high level of communication • Sales and logistics for small group scenarios • General maintenance of office common areas
<p>Training and upskilling</p>	<p>Global Ballooning Australia prides itself on our safety record. You will be required to attend:</p> <ul style="list-style-type: none"> • An Orientation day • Initial induction training • Additionally, you are required to attend a minimum of 2 safety seminars per year and any other supervisory meetings or training meetings outside work hours as reasonably required by Global Ballooning Australia • Optional skills-based training
<p>Key Contacts/ Working relationships</p>	<ul style="list-style-type: none"> • Director • Chief Pilot • Business Manager/ Accounts Manager

	<ul style="list-style-type: none"> • Office Team • Pilots • Crew • Landowners • Customers • Meeting Point/ Breakfast Venue partners and staff
Job Specific Skills	<ul style="list-style-type: none"> • Must be punctual, reliable and easily contactable • Personable and well presented • Possess fantastic communication skills and customer service skills • Excellent time management and organisational skills • Physically fit • Able to work as a team and accept instructions • Ability to maintain confidentiality • Ability to adapt to multiple and changing priorities • Highly developed analytical, communication, decision-making, interpersonal, negotiation and customer relations skills • Successful relationship building with both internal and external key stakeholders • Professionally handles sales and service general enquiries • Strong communication skills face-to-face and over the phone • Self-driven, results-oriented with a positive outlook, and a clear focus on high quality and business profit • A natural big picture, forward planner who critically assesses own performance • Reliable, tolerant, and determined • Empathic communicator, able to see things from the other person's point of view • Demonstrates initiative and confidence. • Ability to work autonomously & take initiative • Ability to make quick decisions under pressure • Ability to resolve conflict with customers to achieve win-win outcomes

Acknowledgement:

I _____, understand all the duties and responsibilities outlined in this job description and agree to comply with all company policies and procedures.

Name of Employee: _____

Date: _____

Signature: _____