



POSITION DESCRIPTION

Job Position	Yarra Valley & Melbourne Chinese host – Translator (English & Mandarin Speaking) – Casual Position
Reports To	Chief Pilot & Asia Marketing Manager
Hours of Duty	<p>You will be required to be available 7 days a week so flexibility within your role is a must. You will be required to work on weekends frequently.</p> <p>Early mornings times dependent on the time of year, generally shifts are 6-7 hours</p> <ul style="list-style-type: none"> • Start times can be from 3.00am – 5.00am • Finish times can be from 10.00am – 12.00pm <p>This is determined by sunrise – we meet approx. 2.5hrs before sunrise.</p> <p><i>E.g. During Aug/Sept we are meeting in the Yarra Valley around 5am, so we would require the guide to provide city 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 start & finish earlier.</i></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>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 Procedures Manual. The job can be demanding, frustrating and sometimes long hours, it can also be incredibly rewarding and exciting. Your future duties and 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>
As an employee, you will enjoy...	<ul style="list-style-type: none"> • Access to a variety of staff discounts and benefits <ul style="list-style-type: none"> - Breakfast on flying days - Complimentary hot air balloon flights when we have last minute places • A fun, flexible and supportive working culture
Job Purpose	<p>In this role, you will be responsible for providing safety briefing in Mandarin and English on transfer vehicles and launch sites, being proactive with translating to all passengers, engaging guests in an informative and interactive manner.</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/crew in preparation of launch and landing the balloon – all the time, communicating clearly and effectively to people of all ages and from various backgrounds as our guests are both from Australia and overseas, from children through to elderly, and ensuring a high standard of service and safety to passengers.</p> <p>MUST live in the city for ease of hotel transfers and Chinese interpretation required prior to commencing passenger pickups.</p>
Job Qualifications / Experience	<ul style="list-style-type: none"> • Must speak fluent Mandarin and English (Written and spoken) • Tour Guide experience necessary - Tourism and travel industry knowledge and experience • Familiarity with WeChat is required. • MUST be available to work during China National Day Golden Week holiday, Christmas and Chinese New Year period (Oct – March)
Job Holder Responsibilities	<ul style="list-style-type: none"> • Assist Pilots with sending out message updates as required • Meet and greet passengers • Conduct in-vehicle safety briefing • Translate for pilot and crew • Explain ballooning basics and history/tradition • Assist with passengers getting into and out of the basket if necessary • Engage passengers to help setting and packing up of the balloon • Take photos for passengers • Answering any questions or queries passengers may have • Set up WeChat group and help pilots to send out in-flight photos & promotional materials • Assist with the general needs of passengers at breakfast. You will also enjoy breakfast with the guests • Help pilots/crew to distribute flight certificates/coupon booklets/postcards and selling in-flight photos on USB's

	<ul style="list-style-type: none"> • Take payments from passengers and maintain accurate records of each flight on flight report sheets • 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 • Be available to work EVERY weekend as required
Training and upskilling	<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 may be required to attend safety seminars and any other supervisory meetings or training meetings outside work hours as reasonably required by Global Ballooning Australia • Optional skills-based training
Key Contacts/ Working relationships	<ul style="list-style-type: none"> • Director • Chief Pilot • Business Manager/ Asia Marketing Manager • Office Team • Pilots • Crew • 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 • Be energetic and outgoing attitude with a demonstrable passion for outdoor adventure • Possess fantastic communication skills and customer service skills • An assertive attitude when required in providing safety instructions and guidance • Physically fit • Able to work as a team and accept instructions • Ability to adapt to multiple and changing priorities • Professionally handles sales and service general enquiries • Strong communication skills face-to-face and over the phone • 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

Please email your resume & cover letter in English to Mandy Ho, Asia Marketing Manager – balloon@globalballooning.com.au