

TOUR GUIDE POSITION DESCRIPTION

Casual Tour Guides/Drivers

We're looking for professional, fun loving tour guides/drivers with excellent customer service skills and a passion for food, wine and beer, to facilitate tours across the Sunshine Coast.

The role

To provide guests with an exceptional experience, whilst transporting them between venues in a safe, friendly and professional manner. You'll be responsible for engaging with guests for the duration of the tour, sharing information and history about destinations and the Sunshine Coast region.

Responsibilities

- Drive a variety of passenger vehicles (5 – 12 seats)
- Lead tours and provide a high quality tourism experience
- Manage pick up/drop off of participants
- Ensure all customer documentation is completed and collected
- Transport customers between venues in line with tour itineraries
- Provide exceptional customer service to all customers and Destination Partners
- Work with Destination Partners to ensure tour itineraries run on time
- Trouble shoot issues efficiently and professionally
- Ensure cleanliness of vehicle

Essential Criteria

- Minimum 2 years' experience as a tour guide or shuttle bus driver
- Current drivers' licence and clean driving record
- Queensland Passenger Transport Driver Authorisation - or willingness to obtain this
- Must be a people person and enjoy engaging with customers
- Proven history of excellent customer service
- Ability to work to a schedule
- Build and maintain strong stakeholder relationships
- Work in line with organisational processes and WHS procedures
- Excellent communication skills
- A passion for food, wine and beer
- Knowledge of the Sunshine Coast region and local wineries, breweries and gourmet providers
- Be highly professional and well presented – uniforms will be provided
- Exhibit a high level of duty of care
- Work collaboratively with all staff and stakeholders
- Flexible, reliable and resourceful with great problem solving skills
- Willing to pitch in and help where necessary

Desirable

- Background in tourism, hospitality, wine or beer industries
- First aid certificate
- Queensland RSA

Details

- Positions are casual
- 9am – 5pm, Thursdays – Sundays. Extra days and longer hours may be required depending on schedules
- Hourly rate - award wage