

## Position Description – Guide

Ultimate Hikes are the exclusive operators of multi day guided walks on the famous Milford & Routeburn Tracks.

The tracks are New Zealand's most iconic of the Great Walks, and along with the Greenstone Track, showcase the majestic nature of Fiordland and Mt Aspiring National Parks. We combine the opportunity to inhabit these great locations and challenging hiking tracks with the comfort of private lodges and unique hospitality in the most remote of locations.

Over the season we employ a range of people who work together to make our guided walks the most memorable experience for our guests.

### Purpose

Guides will provide excellent day-to-day direction and support to our guests on track and in the lodges. Key focuses of the role include health and safety advice, sharing interesting information about flora and fauna, geography and history, Te Ao Māori, public speaking and general interaction with guests whilst hiking. Guides will also provide general assistance in the lodges and work with lodge staff to ensure the comfort of guests, including some elements of hospitality and housekeeping.

### Relationships

The role reports to Senior Guides and the Guide Manager. Guides will also work closely with Duty Managers, Lodge Staff, and the Operations team both on track and in Queenstown.

### Location

Working on the Milford, Routeburn or Greenstone Tracks and staying at the remote lodges on track. Work periods start and finish in Queenstown and typically range from three to nine days.

### Hours of work

Work periods typically range from three to nine days. Hours of work are as necessary in order to carry out your duties.

### Key responsibilities

Guides play a significant part in Ultimate Hikes successfully providing an excellent experience for our guests. We expect our team to approach each working day in a positive and enthusiastic manner. Guides tasks include but are not limited to:

#### People

(customer service, leadership & direction, and team relationships)

- Carrying out all guide duties and staff requirements in line with company standards as detailed in guide manuals, training and the Team Handbook
- Relating to and easily communicating with a wide range of people and personalities

- Providing guests with a level of customer service that exceeds their expectations in a professional manner
- Organising, supervising, informing, assisting, motivating and directing guests in a friendly manner while ensuring they clearly understand
- Guides are expected to work to a high level of customer service in line with company standards

### Health & Safety

(first aid, equipment checks, operating within our Safety Management System – weather, track hazards)

- Guides must comply with the Safety Management System when working.
- Assess situations as they arise and take the best course of action to resolve them, working closely with colleagues and adapting quickly to changing conditions.
- Advising on and ensuring the safety of guests and that activities are conducted in a way so as to minimise risk to the group, yourself and others at all times. This may include implementing the Emergency Response Plan and/or halting an activity.
- Ensuring that equipment is safe and in working condition.
- Responding to emergencies by providing first aid assistance and taking appropriate further action if required.
- Recognising and reporting all hazards.

### Other tasks

Hospitality & Housekeeping

(managing guest dietaries, some food prep & service, some housekeeping tasks including cleaning and laundry)

- Food safety - when handling food, guides must comply with the requirements of the Food Control Plan.

Act as an ambassador for Ultimate Hikes in all guest and staff interactions.

### Person specifications

This part of the position description defines the key elements of our Guides. These descriptors of what success would look like will assist Ultimate Hikes in a variety of ways including:

- Setting a benchmark for guide leadership
- Assisting in the identification and recruitment of our guide team
- Assisting in the retention of guides over multiple seasons

To keep the Success Profile simple, a framework comprising three components has been created. The details of each component are outlined in the following pages.

## Person specification



### What I have done (experience)

To be successful as a Guide, it is expected that the individual will have been exposed to experiences that shape their future responses to often challenging situations.

Essential experience:

- A passion for the outdoors and experience in tramping/hiking
- The ability to motivate, lead, direct and assist others to achieve required goals safely and to time constraints
- Strong communication skills
- A demonstrable knowledge/interest in NZ natural history, flora & fauna and Te Ao Māori
- Confidence in addressing groups of walkers
- Experience working in a collaborative team environment
- You must have the right to work in New Zealand

Desirable experience:

- Operating in the outdoors
- Working in a people facing role
- Working in a tourism business
- Experience in the hospitality industry
- Working for Ultimate Hikes or an affiliated Trojan Holdings company

### What I know (knowledge)

Our Guides will need to know their stuff! This will ensure they deliver excellence and will contribute to their personal credibility.

Essential skills:

- High level of physical fitness
- Ability to adapt in challenging situations, showing resilience
- Demonstrable examples of ways in which you have sought knowledge growth and applied new learning and skills by seeking and using feedback
- Knows what they don't know, i.e. high awareness of limitations, and a determination to learn and improve
- Ability to control their outward behaviour especially under extreme pressure
- Have a current first aid certificate, level 2 comprehensive (NZ)

- Great attitude and a strong team player, and have a willingness to go the extra mile to get the job done

Desirable skills:

- NZOIA Bush Leader, Bush 1, Bush 2 and PHEC qualifications
- Completion of a National Certificate in Tourism or equivalent
- Fluent in a foreign language, especially Japanese or Korean

### What am I capable of (personal characteristics)

These competencies define clusters of behaviours, knowledge, and motivations that are related to success or failure within the role of a highly performing Guide, and ones that we would like you to aspire to.

#### Essential performance characteristics of all roles in Ultimate Hikes

<p><b>Driven by achieving results</b></p> <ul style="list-style-type: none"> <li>• Ability to operate in challenging situations and high-pressure environments</li> <li>• Stays focused</li> <li>• Seeks challenging performance opportunities</li> </ul>	<p><b>High-speed learning</b></p> <ul style="list-style-type: none"> <li>• Continually challenges their own ability</li> <li>• Has a fixation for new learning – is constantly learning and seeking ways to improve</li> <li>• Quickly applies learning to achieve results</li> <li>• Seeks opportunities in learning</li> </ul>
<p><b>Self-awareness</b></p> <ul style="list-style-type: none"> <li>• Is clear on others' expectations of them</li> <li>• Understands the impact their behaviour has on others</li> <li>• Challenges their own leadership ability</li> <li>• Remains humble</li> <li>• Continually seeks feedback from colleagues, seniors and others</li> <li>• Regularly challenges their own professional knowledge and skills</li> </ul>	<p><b>Passion/tenacity/resilience</b></p> <ul style="list-style-type: none"> <li>• Guiding is a way of life, not a job</li> <li>• Passion drives a massive work ethic</li> <li>• Never lets up despite obstacles and setbacks</li> <li>• Ability to achieve difficult results through hard work, perseverance and high energy</li> <li>• A "can do" attitude with strong concept of the "team"</li> </ul>
<p><b>Trust &amp; integrity</b></p> <ul style="list-style-type: none"> <li>• Is direct and truthful</li> <li>• Keeps confidences</li> <li>• Doesn't misrepresent themselves for personal gain</li> <li>• Builds empathy</li> <li>• Operates with integrity</li> <li>• Ability to foster mutual trust and respect as a key component of creating honest one-on-one conversations and relationships</li> </ul>	<p><b>adaptability</b></p> <ul style="list-style-type: none"> <li>• Sees others' views and tailors behaviour and messages appropriately</li> <li>• Ability to maintain effectiveness when experiencing major changes in structures, processes, requirements, environments or cultures</li> </ul>
<p><b>Energy</b></p> <ul style="list-style-type: none"> <li>• Maintains stamina and keeps a strong work pace over time</li> <li>• Sustains long working hours when necessary</li> </ul>	<p><b>Safety</b></p> <ul style="list-style-type: none"> <li>• Identifies safety issues and problems</li> <li>• Takes corrective action</li> <li>• Upholds safety standards</li> </ul>

**Specific characteristics**

<p><b>Manages the work</b></p> <ul style="list-style-type: none"> <li>• Ability to multi-task with proven time management, prioritising and organisational skills</li> <li>• Makes preparations so that own and others work can be done effectively</li> <li>• Schedules to avoid conflict</li> <li>• Leverages resources to complete work efficiently</li> <li>• Stays focused to ensure completion</li> </ul>	<p><b>Getting the best out of others</b></p> <ul style="list-style-type: none"> <li>• Understands people and their motivators</li> <li>• Sets challenging performance targets</li> <li>• Builds confidence and belief</li> <li>• Builds capability (characteristics, experience, knowledge)</li> <li>• Adjusts information, communication and approach to different individuals</li> <li>• Able to give and receive feedback effectively</li> <li>• Ability to exhibit different leadership styles to lead a team or project to achieved expected outcomes</li> </ul>
<p><b>Building &amp; maintaining relationships</b></p> <ul style="list-style-type: none"> <li>• Relates well to all kinds of people</li> <li>• Builds rapport well</li> <li>• Uses diplomacy and tact when needed</li> <li>• Has the patience to listen to others</li> <li>• Remains open to ideas</li> <li>• Supports others</li> <li>• Well developed judgement and sense of integrity to deal with sensitive and confidential issues</li> <li>• Ability to resolve conflict with amicable agreement between more than one party</li> </ul>	<p><b>Planning &amp; Prioritising</b></p> <ul style="list-style-type: none"> <li>• Sets crystal clear and realistic outcomes</li> <li>• Zeros in on critical aspects and puts the trivial aside</li> <li>• Breaks down work into objectives and process steps; relentlessly focusing on detail when necessary</li> <li>• Communicates with the right people at the right time</li> <li>• Anticipates and adjusts for roadblocks</li> </ul>