

## Tour Staff Coordinator

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Company: G Adventures

Location: Kenya

Category: personal-care-and-service

### About Us

G Adventures is the world's largest small-group adventure travel company and we've been making epic travel memories happen on all seven continents for over 30 years.

Our mission is simple: to change lives through travel. And not just our travelers' either. Since day one, our tours have been built to establish meaningful relationships with local communities, directly benefiting the people and places we visit at every step of our tours.

With the demand for travel coming back strong, we are set up and excited for this next chapter in our company's story — and we'd love for you to be a part of it.

Our DNA revolves around building, nurturing, and developing a diverse culture of people and a true sense of belonging, where everyone is encouraged to bring their authentic self to work each and every day. You'll have the opportunity to grow your career, and yourself, alongside a passionate, talented, and welcoming community that works hard to spread goodness around the world.

If all that sounds like your kind of thing, well, we can't wait for you to join us.

### About the role

The Tour Staff Coordinator, East Africa is responsible for assisting the Regional Manager in the management of all CEOs (Tour guides) and relevant processes involved in their

successful tour operation from start to finish. This includes management of all admin related to CEOs, and all aspects of their performance management. The Tour Staff Coordinator will act as a role model and mentor to the CEOs.

This role is based in Nairobi, Kenya.

### **What you'll be doing**

Assist in managing and performing all tour staff administrative tasks as required, this includes but is not limited to payroll, accounts process, rostering and schedules, implementation of incentive programs and local awards programs, and assisting with managing correspondence from CEOs.

Maintaining tour staff records including contracts, benefits, profile updates and up to date first aid qualifications and updating route guides, trip and welcome notes.

Support the tour staff management with the implementation of CEO incentive programs, local awards programs and monitor and regularly contribute to the CEO forum discussions, CEO engagement, recruiting and training CEOs and promoting growth in the region.

Read the CEO comments section on passenger evaluations and make suggestions and provide input. Including any issues related to suppliers and the travelers.

Ensure timely submission of all aspects of tours in Polaris, checking and supervising money request dailies, cash flow, post trip emails and general trip expenses.

Working with CEOs to ensure they take responsibility for their own trip's expenses and documents.

Responsible for compiling pre-trip documents for the CEOs and assisting the Regional Manager in pre and post-trip report and debrief of CEOs.

Coordinate and assist in ground support for logistical issues during trips and on trip emergencies and assist with critical incident management as requested by the Regional Manager.

Contribute to special projects, such as gathering and organizing photos for internal and external use; developing manuals and other CEO resources including CEO Forums and events.

Assist CEOs in getting all necessary information for trips.

Assist and support the CEOs by letting them know about the G programs / opportunities and initiatives available to them.

Provide CEO practical field support when needed or as requested by the Regional Manager

Assist the Tour Staff Manager to manage the operational aspect re new and existing Planeterra projects and the updating of CEOs and the team on these projects' operations.

Weekend work as required by role (will be made up with time in lieu)

Carry Regional emergency phone as of rotation schedule.

Keeping the CEO Website uptodate and ensuring that it is working for the team to access resources and updates.

Assist the Regional Manager with reports on the CEO scores and arranging One on One's with the team.

Assisting with the hiring process for new talent to the EA CEO team.

Preparing the content and updates for the regional monthly newsletter and sharing it with the team and the company.

Take part in the bi-weekly NPS meetings and provide the information for the reporting to the management team.

Weekly CEO evaluation Shout Out's that are posted on our internal social platform.

Create CEO Tour Slack groups and make sure all information for the tour is included

Travel when needed within the region to help in training with the Regional Manager or Operations team

Any other tasks as requested by the Regional manager.

### **What you'll need**

1+ years of service at G Adventures is preferred or relevant experience in the travel industry.

Experience as a CEO (tour leader) or guide would be an advantage.

Previous travel experience and a passion for the region/industry and people

Highly developed communication skills (verbal and written) with strong administration and organizational skills

Ability to manage a crisis and take responsibility for the safety of others.

Customer service oriented with solid teamwork abilities.

Ability to navigate and use a variety of computer systems confidently with speed and efficiency.

Ability to recognise the demands of deadlines and schedules in work.

Demonstrated ability to focus on day-to-day operations whilst achieving operational excellence. Able to understand the needs of both a CEO and G Adventures as a business

Enjoy being a part of a positive dynamic team.

### **What do we offer you?**

Competitive salary commensurate with the role

Competitive benefits package

Birthday day off

Vacation time for you to recharge

Enhanced Parental Leave

Learning and growth opportunities

Employee Resource Groups

\*Applicable based on location\*

G Adventures is an equal opportunity employer committed to fostering a diverse and inclusive work environment. We consider all qualified applicants.

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