

DESCRIPTION OF SERVICES

Effective From: 2019 Season

POSITION TITLE:	Group Leader Russia	DIRECT CONTACT(s):	Ground Manager Russia, Operations Manager Europe
DEPARTMENT:	Operations	LOCATION:	Russian Federation

POSITION PURPOSE

The Group Leader will ensure the overall successful operation of each trip as detailed by PEAK DMC Marrakech management with particular reference to the health, safety and enjoyment of the travellers.

Above mentioned trips are conducted by PEAK DMC Marrakech. The huge majority of those trips will be operated for the Intrepid Group, mainly for the brand Intrepid Travel, a smaller number for their sister brands and also for other renowned brands in the travel industry.

QUALIFICATIONS, TECHNICAL SKILLS AND EXPERIENCE

Senior First Aid Certificate (must be completed prior to commencement).

Experience working with, and developing rapport with, a broad range of individuals and groups.

Customer Service Experience

Basic computer skills including email, Word and Excel.

Travel experience within the region to be employed

OTHER SKILLS AND ATTRIBUTES

An understanding of and commitment to PEAK DMC's Responsible Travel philosophy.

High standards of customer service

Leadership skills

Passion for travel

Ability to work independently and problem solve

Excellent organizational skills

Experience in budgeting and handling large sums of money

Competency in Russian & English

An ability to communicate with people from varied cultures and backgrounds

To be physically fit and healthy to withstand the combination of long hours, and often mentally and physically challenging conditions

Sense of humour

OTHER REQUIREMENTS

Russian passport holders are preferred

Russian & English fluent

Travel experience within Russia

ACCOUNTABILITIES

Areas of Accountability	Key Tasks	Benchmark Measure
To consistently deliver a high level of Customer Service and Passenger Satisfaction.	<ul style="list-style-type: none"> • Day to day leading in an organized and professional manner. • To provide regular briefings to passengers. • To continually update and increase local knowledge of region/s by actively researching information in books, • magazines, internet and interaction with local communities. • To research and create/update information to be 	Passenger Feedback

Areas of Accountability	Key Tasks	Benchmark Measure
	<p>used in our internal destination database.</p> <ul style="list-style-type: none"> • Actively assist travellers when problems occur. • Take into account needs of individuals as well as the group 	
<p><i>To run all trips to Budget in accordance with PEAK DMC Marrakech accounting procedures.</i></p>	<ul style="list-style-type: none"> • Provide accurate emailed accounts within two days of a trip finishing. • Keep up to date with most recent costings. • Keep additional costs, (e.g. office) to a minimum where possible. 	<p>Monthly report from the accounts department</p>
<p><i>To run trips in adherence to PEAK Itineraries, Policies & Guidelines and company values</i></p>	<ul style="list-style-type: none"> • To be aware of current PEAK Policy and Guidelines relevant to leading and to act within these at all times. • To ensure the safety and wellbeing of our travellers by leading trips in accordance with PEAK DMC's safety policy. • Be mindful of the safety of customers at all times and to take preventative measures to ensure your own safety as well as that of your group members. • To run the trip in accordance with the itinerary as specified • To uphold and promote Responsible Travel practices and adherence to Company Values by acting as a role • model to other leaders and travellers by demonstrating respect for local people, customs and environments. • Initiating and/or participating in RT projects. • To facilitate interaction with local communities by initiating activities that bring travellers into contact with • local communities, e.g. market visits • To ensure group members also adhere to PEAK DMC Policy and Guidelines wherever relevant and to act upon behaviour that contravene these. 	<ul style="list-style-type: none"> • Passenger feedback and reporting from RT co-ordinator, Ground Manager, Operations Manager, Sales Staff, etc. • Complaint letters from customers and agents. • Number of incidents resulting from trips led.
<p><i>To carry out administrative requirements in a thorough and timely manner.</i></p>	<ul style="list-style-type: none"> • Administrative requirements include; loading passenger insurance and next of kin details into the database, • bookings, trip reports, etc., • To communicate with PEAK Office staff, management and fellow leaders in a regular and timely manner. • To report any safety incidents to management immediately 	<p>Operations Manager reports and reviews – feedback from associated departments e.g. accounts timeline</p>