



PANORAMIC JOURNEYS

Job Description

JOB TITLE	Guide and Driver Coordinator, Mongolia
COMPANY	Panoramic Journeys LLC
LOCATION	PJ Office, Ulaanbaatar, Mongolia
REPORTS TO	TBC

THE COMPANY

Panoramic Journeys is a tour operator with offices in Ulaanbaatar and in Great Britain. The company has over the last few decades built a very good reputation for delivering journeys in Mongolia to a very high standard. The company has always put an emphasis on the importance of great guides - and in fact three of our guides have been internationally recognised for their work.

THE ROLE

Panoramic Journeys is growing and recruiting a Guide and Driver Coordinator to be responsible for the recruitment, training and management of our guides and drivers. This important role is a full time role based mostly in the company's UB office.

PURPOSE OF ROLE

- Work within the Panoramic Journeys team to establish recruitment, training and retention methods that result in the company securing and maintaining the best team of professional guides and drivers in the country.
- Coordinate the recruitment, training, assessments and monitoring of guides and drivers in Mongolia.
- Liaise with the Sales and Operations teams regarding the most suitable guides and drivers for different roles, training and support.
- To have the overall responsibility for quality and welfare of the guides and drivers hired by Panoramic Journeys in Mongolia.

KEY ACCOUNTABILITIES – Key Performance Indicators

- Strategic recruitment of guides measured by pool of guides to shortlist for training and selection.
- Management of guides and drivers and processes measured by guide and driver retention and feedback.



PANORAMIC JOURNEYS

Job Description

- Training and monitoring of guides and drivers measured by regular submission of reports to Senior staff.

KEY RESPONSIBILITIES

Duties to include but are not limited to;

RECRUITMENT

- Recruiting guides and driver according to Panoramic Journeys' standards
- Working with the sales team to meet their requests for guides with unique skills suitable for rare, high-end trips

TRAINING

- Providing training and skills development for guides and drivers based on the feedback received from PJ Clients and PJ staff
- Writing and overseeing the content on the training software (Nimble) and monitoring guides progress as they work through the units. Establishing and maintaining regular assessments including spot checks prior to a trip briefing.
- Developing SOPs for guides and drivers working with PJ in cooperation with other PJ staff members

OVERSEEING

- Acting as the first point of contact for guides and drivers and working towards developing a good, trusting relationship with them
- Monitoring the economic and social situation of guides and drivers and informing PJ managers if any of them requires support as well as proposing the level and type of support

ADMINISTRATION

- Maintaining and updating PJ Driver and Guide database and personal files
- Amending personal details within contracts for drivers and guides employed by PJ
- Overseeing contracts signed with drivers and guides, their length and conditions
- Maintaining records so that the Sales team out of your hours can see who is suitable for a trip and see their resume and also so who is allocated to a trip.
- Maintaining records regarding feedback gathered from Clients, nomadic families and PJ staff regarding guides and drivers performance

BOOKINGS

- Liaising with guides and drivers in regards to their availability and booking them for PJ trips
- Liaising with Bookings Manager and Operations Manager in regards to guides and drivers' availability, skills, and suitability for each trip

MAINTAINING HIGH STANDARDS

- Examining hired vehicles before each trip to ensure they are prepared accordingly to PJ standards
- Participating in tour briefings given to guides and drivers by the Bookings Manager and/or Operations Manager



PANORAMIC JOURNEYS

Job Description

- Maintaining regular communication with guides and drivers during PJ trips to receive and give feedback
- Liaising with Nomadic Families Coordinator, Bookings Manager and Operations Manager to obtain a post-trip feedback regarding guides and drivers behavior and service from Clients, nomadic families, hotels, ger camps and other entities engaged in organizing the trip
- Overseeing the quality of the service provided by guides and drivers and overseeing the post trip feedback process
- Liaising with Nomadic Families Coordinator, Bookings Manager and Operations Manager to obtain a post-trip feedback regarding guides and drivers behavior and service from Clients, nomadic families, hotels, ger camps and other entities engaged in organizing the trip

GUIDE RETENTION STRATEGIES

- Researching and possibly developing various suitable projects oriented towards providing guides and drivers with permanent winter employment and development opportunities ex. Language courses

REPORTING & COMMUNICATING

- Reporting to your Manager regularly
- Liaising with Operations Manager and Projects & Sustainability Manager in regards to film shoots needs for guides and drivers
- Liaising with Bookings Manager and Accountants in regards to guides and drivers' salaries, insurance and taxes

Additional Responsibilities:

- Meeting PJ Clients arriving in Mongolia if necessary
- *Ad hoc* tasks that maybe asked of you
- English to Mongolian and Mongolian to English translations if needed

Please note that this role profile may be reviewed and amended to incorporate future needs of the department and the company.

REQUIREMENTS

YOU WILL HAVE;

- Experience in the tourism sector
- A track record of initiating, innovating and completing projects
- Strong interpersonal and management skills
- An interest in having a long term commitment to the company

YOU WILL BE;

- Passionate about developing your own and other people's skills and careers
- Highly self-motivated and able to motivate others with equal enthusiasm
- Able to work calmly under pressure
- Hands on and unafraid to get stuck in



PANORAMIC JOURNEYS

Job Description

Person Specification	
Experience in or passion for the tourism industry	Essential
Highly self-motivated and able to motivate others with equal enthusiasm	Essential
Strong interpersonal skills – calm under pressure, strong management skills	Essential
Extensive knowledge regarding Mongolian history, geography, politics etc	Desirable
Highly developed communication skills	Desirable
Innovative thinking and the ability to contribute to the improvement of the service we provide	Desirable
Able to multitask and step in other team members' roles	Essential
Flexible and adaptable	Essential
Interested in a long term commitment to the company	Desirable
High sense of responsibility	Desirable
Be able to work alone if necessary	Desirable
Be capable of coordinating his/her actions with the rest of the activities conducted by Panoramic Journeys	Essential