



# PANORAMIC JOURNEYS

## Job Description

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| <b>JOB TITLE</b>  | Nomadic Families Coordinator, Mongolia |
| <b>COMPANY</b>    | Panoramic Journeys LLC                 |
| <b>LOCATION</b>   | PJ Office, Ulaanbaatar, Mongolia       |
| <b>REPORTS TO</b> | TBC                                    |

### THE COMPANY

Panoramic Journeys is a tour operator with offices in Ulaanbaatar and in the UK. Since 2003 the company has been arranging journeys and film shoots within the Mongolian countryside. Central to the journeys has always been a focus on bringing guests and nomadic herders together for mutual benefit.

### THE ROLE

Panoramic Journeys is growing and we are looking for someone to be the coordinator and liaison person between the company and the families that we work with. The Nomadic Families Coordinator is a vital position within the business with the responsibility for growing cooperation and building trust between nomadic families and Panoramic Journeys. The Coordinator will need to build on existing partnerships and initiate grassroots projects founded on mutual accountability and transparency between the different parties.

The role will involve finding families to work with and developing 'product' ideas around them e.g. a horse riding route, helping herding, cooking etc. It will be the Nomadic Families Coordinator's responsibility to make sure that Panoramic Journeys' sustainable tourism goals are met. The coordinator will agree contracts, offer training support and liaise with the rest of the team to maximise the benefits of these important partnerships.

This job will involve spending time in the office in Ulaanbaatar and in the countryside.

### PURPOSE OF ROLE

- To have the overall responsibility for growing cooperation and building trust between nomadic families and Panoramic Journeys.
- To build on and initiate grassroots partnerships and projects founded in mutual accountability and transparency between Panoramic Journeys and Mongolian nomads



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### **KEY ACCOUNTABILITIES – Key Performance Indicators**

- Stability of partnerships with nomads, engaged in providing tourism related services to PJ, measured by feedback from all parties
- Contribution to long term objectives measured by targets met

### **KEY RESPONSIBILITIES**

Duties to include but are not limited to;

#### **RECRUITMENT**

- Overseeing and participating in recess aimed to find new families to cooperate with
- Working on product development – finding what kind of service the family can provide to PJ, creating horse riding and trekking routes, finding sites and activities that can be done in the area

#### **TRAINING**

- Providing training and skills development for the nomads based on the feedback received from PJ Clients and PJ staff
- Developing SOPs for nomadic families and guides and drivers working with them
- Developing SOPs for Clients visiting the nomads

#### **OVERSEEING**

- Overseeing the quality and quantity of the service provided by the nomads
- Acting as the first point of contact for the nomadic families and working towards developing a good, trusting relationship with the families
- Monitoring the economic and social situation of the families and informing PJ managers if any of the families requires support as well as proposing the level and type of support e.x. zuud

#### **ADMINISTRATION**

- Overseeing contracts signed with the families, their length and conditions
- Amending and creating new contracts
- Overseeing the payments, donations and any other support PJ is providing the nomadic families with
- Managing PJ equipment and supplies delivered or left with the nomads
- Creating a database including family profiles, photographs, GPS coordinates, feedbacks



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### BOOKINGS

- Liaising with nomadic families in regards their availability and providing the Bookings Manager with this information

### MAINTAINING HIGH STANDARDS

- Examining conditions of PJ homestays to ensure they are prepared accordingly to PJ standards
- Maintaining regular communication with the families during PJ trips to receive and give feedback
- Participating in tour briefings given to guides and drivers by the Bookings Manager and/or Operations Manager
- Overseeing the quality of the service provided by the nomadic families and providing them with a post-trip feedback
- Liaising with Guide & Drivers Coordinator, Bookings Manager and Operations Manager to obtain a post-trip feedback regarding families behavior and service from Clients,
- Liaising with Equipment Coordinator and Operations Manager in order to provide families with necessary equipment and supplies

### SUSTAINABILITY

- Researching and possibly developing various suitable project oriented towards supporting nomadic families
- Working with chosen NGOs in order to identify families that can be potential partners for PJ

### REPORTING & COMMUNICATING

- Reporting to your senior manager
- Liaising with PJ Bookings Manager and Film Shoot Coordinator regarding nomadic families bookings
- Liaising between Panoramic Journeys and nomadic families
- Checking dates of local naadams and other festivals

### Additional Responsibilities:

- Meeting PJ Clients arriving in Mongolia if necessary
- Ger camp inspections if necessary or convenient
- *Ad hoc* tasks that maybe asked of you
- English to Mongolian and Mongolia to English translations if needed
- Checking dates of local naadams and other festivals

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



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### REQUIREMENTS

#### YOU WILL HAVE;

- A background that involves rural communities in some way
- Strong interpersonal skills with an exceptional ability to build long-lasting relationships
- An ability to problem solve, communicate solutions and to make decisions
- An interest in having a long term commitment to the company

#### YOU WILL BE;

- A good relationship builder
- Fluent in Mongolian with a good knowledge of written and spoken English
- Able to work alone - ideally with a means of driving yourself to the countryside
- Highly self-motivated and able to motivate others with equal enthusiasm

| Person Specification   |           |
|--|-----------|
| Fluent Mongolian   | Essential |
| Good knowledge of written and spoken English   | Desirable |
| Computer literate  | Essential |
| Experience in or passion for the tourism industry or Sustainability  | Desirable |
| Background in sustainable project management, anthropology or community engagement                         | Desirable |
| Previous experiences of working with nomads  | Desirable |
| Ability to problem solve and communicate solutions and to make decisions.                                  | Essential |
| Highly self-motivated and able to motivate others with equal enthusiasm                                    | Desirable |
| Strong interpersonal skills and empathy – calm under pressure  | Essential |
| Highly developed communication skills  | Essential |
| Flexible and adaptable   | Essential |
| Able to work flexible and long hours   | Essential |
| Interested in long term commitment to Panoramic Journeys   | Desirable |
| High sense of responsibility   | Desirable |
| Able to work alone   | Desirable |
| Be capable of coordinating his/her actions with the rest of the activities conducted by Panoramic Journeys | Essential |