



POSITION DESCRIPTION

Position Title:	Operations Manager
Reporting To:	The Directors – Dale & Bronwyn Burrows
Location:	Franz Josef, The main office and tour areas
Internal Relationships:	All guides, team leaders, mechanic, office team and customers
External Relationships:	Department of Conservation, other local tourism and hospitality businesses, suppliers, community organisations, industry associations, busines
Direct Reports:	Office Manager and all team leaders.

Position Purpose:

The Operations Manager is responsible for overseeing the daily management, logistics, and systems that support our outdoor wilderness tour experiences.

This role ensures smooth and efficient operations by coordinating various aspects of the business, including staff management, health and safety compliance, customer service, logistics and maintenance planning.

The Operations Manager will work closely with internal teams and external partners to uphold the company's commitment to exceptional customer service and operational excellence.

Company Background:

Franz Josef Wilderness Tours was founded in 2013, with a dream to share the stunning beauty of our home with the world. Over the years, we have grown and evolved, expanding our offerings to include guided kayak tours, scenic boat cruises, SUP adventures, fishing charters and 4wd adventures. With our growth, our core values have remained the same: a deep commitment to customer experience, sustainability, safety, and our community.

Our success is built on the hard work, dedication, and energy of our team. We pride ourselves on being a family-focused company where every team member is valued and respected. We believe in fostering a supportive and fun work environment where everyone feels like part of the family. Our ethos is simple: work hard, have fun, and embrace the challenges of working in all weather.

Rain or shine, we deliver unforgettable experiences that showcase the diversity of our tours that set us apart from the rest

FRANZ JOSEF WILDERNESS TOURS

ORGANISATIONAL CHART 2024



Results Area:	Key Responsibilities:
Rosters & Staff Planning:	<ul style="list-style-type: none"> Developing staffing plans/rosters to ensure adequate coverage during peak and off-peak seasons. Review upcoming tour schedules and bookings for kayak, SUP, boat and quad bike tours. Determine the required number of tour guides per tour based on client bookings, ensuring compliance with safety regulations and optimal customer experience. Consider staff preferences, availability, and any time-off requests when creating the roster. Ensure high level communication at all times. Communicate tour schedules, and any changes effectively to tour guides through meetings, digital platforms, or other communication channels. Coordinate closely with operational teams (e.g., logistics, maintenance) to ensure all equipment and facilities are prepared and operational for tours. Assign tour guides with appropriate skills and experience to each tour based on the specific requirements of kayak tours, boat tours, and quad bike tours.



	<ul style="list-style-type: none"> • Ensure guides are aware they must take breaks and rest periods for tour prevent fatigue and maintain alertness throughout the day. • Rotate shifts fairly among staff to distribute workload and provide varied experiences. • Monitor weather conditions and other environmental factors that may affect tour operations, making adjustments as needed. • Documentation: Ensure accurate records of tour schedules and staff hours are maintained
<p>Staff Induction & Onboarding:</p>	<ul style="list-style-type: none"> • Create and update induction information with essential company information, policies, and procedures. • Upload induction materials, including the staff handbook, safety manuals, training schedules, roster details etc • Welcome new team members and introduce them to the company’s mission, values, and culture. • Provide a tour of the facilities, including office areas, equipment storage, and tour sites. • Introduce new hires to the team. • Review Company Policies with new staff • Ensure new office staff have functional workstations and equipment • Provide tour leaders and guides with the necessary gear, uniforms, and equipment. • Ensure team members who are utilizing staff accommodation have this well coordinated with tenancy agreements, bond and accommodation payments set up with the admin team • Pair new team members with experienced staff members for initial support and guidance. • Foster an inclusive and supportive work environment where new hires feel valued and welcomed.
<p>Logistics:</p>	<ul style="list-style-type: none"> • Coordinate all logistics related to tours, including making sure guides have the right equipment and transportation • Ensure guides have made sure they have all necessary resources are available and in good working condition for each tour. • Monitor weather conditions and other environmental factors that may affect tour operations, making adjustments as needed



<p>Team Management:</p>	<ul style="list-style-type: none"> • Provide strong leadership and supervision to direct reports, (Lead Tour Guides and the Office Manager). • Regularly monitor and review the performance of direct reports, providing constructive feedback and support. • Conduct performance appraisals and set clear, achievable goals for team members. • Address any performance or behavioral issues promptly and professionally. • Take a proactive approach to management, identifying potential issues early and implementing solutions to prevent escalation. • Conduct disciplinary meetings and take appropriate actions in accordance with the policies outlined in the staff handbook. • Ensure all disciplinary actions are documented and communicated clearly to the involved parties. • Foster a positive and collaborative team environment, encouraging open communication and teamwork. • Provide ongoing training and development opportunities for direct reports to enhance their skills and performance. • Handle conflicts and grievances among staff promptly and fairly. • Conduct regular one-on-one check-ins with Lead Tour Guides and the Office Manager to discuss progress, address concerns, and provide guidance. • Facilitate regular team meetings to discuss operations, address issues, and plan for upcoming activities. • Promote a positive, respectful, and inclusive work environment. • Lead by example, demonstrating the company's values and commitment to excellence.
<p>Health, Safety & Environment:</p>	<ul style="list-style-type: none"> • Conduct Regular Health and Safety Audits, with routine inspections and to ensure compliance with health and safety regulations and internal standards, including being prepared for external audits carried out by MNZ and WorkSafe NZ. • Identify potential hazards and implement corrective actions • Develop and implement a crisis communication plan to ensure the Directors are immediately informed of any emergencies or critical incidents. • Ensure all health and safety documentation is up-to-date and easily accessible, including risk assessments, safety manuals, and incident reports. • Keep accurate records of all health and safety activities, audits, and training sessions.



- Create, review, and update SOPs to reflect current best practices and regulatory requirements.
- Ensure all staff are familiar with and adhere to the SOPs, and all staff comply with all health and safety policies and procedures.
- Investigate Incidents and Near Misses:
- Respond promptly to reports of accidents, incidents, and near misses.
- Coordinate Health and Safety Training:
- Ensure that all new staff receive comprehensive health and safety training during their induction and onboarding process.
- Enforce the use of personal protective equipment (PPE) and adherence to safety protocols.
- Maintain an inventory of all PPE, including life vests, helmets, gloves, and safety harnesses.
- Develop and maintain emergency response plans for various scenarios, including natural disasters, medical emergencies, and equipment failures.
- Conduct regular emergency drills to ensure staff are prepared to respond effectively.
- Foster a workplace culture that prioritizes health and safety, encouraging proactive reporting and continuous improvement.
- Create and enforce company policies focused on environmental sustainability, including waste reduction, energy conservation, and resource management.
- Develop and implement standard operating procedures (SOPs) for tours that prioritize minimal environmental impact.
- Ensure tour leaders and guides are trained on sustainable practices, such as Leave No Trace principles, proper waste disposal, and minimizing disturbance to wildlife and natural habitats.
- Collaborate with local conservation organizations and community groups to support environmental initiatives and projects.
- Recognize and reward safe practices and good environmental practices and behaviors among staff.



<p>Maintenance & Compliance:</p>	<ul style="list-style-type: none"> • Ensure routine inspections are completed of all equipment used in kayak tours, boat tours, and 4WD adventures. • Implement pre-start check protocols for all equipment to ensure functionality and safety before each use. • Ensure tour guides complete pre-start checks and report any issues immediately. • Develop and maintain a regular maintenance schedule for all equipment, including kayaks, boats, and 4WD vehicles, coordinating with the mechanic and maintenance team to perform scheduled maintenance and repairs. • Communicate effectively with the mechanic to ensure all vehicles, including vans, company cars, the boat, and 4WD vehicles, undergo regular servicing • Maintain records of all servicing activities and ensure compliance with regulatory • Ensure all vehicles have a current WOF/COF or equivalent • Establish and maintain a clear process for staff to report maintenance issues and ensure timely resolution. • Monitor and follow up on reported issues to ensure they are addressed effectively and efficiently. • Complete regular maintenance checks at staff accommodation – act to ensure any required repairs are completed internally or with trades contractors as required • Report any issues to the directors around the staff housing
<p>Finance & Administration:</p>	<ul style="list-style-type: none"> • Work closely with the company directors to understand the financial goals and constraints for each department (kayak tours, boat tours, 4WD adventures, office operations, and maintenance) • Participate in budget planning meetings with directors and team leaders to align departmental budgets • Establish clear spending limits for team leaders, the office manager, and the mechanic • Implement an approval process for expenditures that exceed predetermined limits, requiring authorization from the Operations Manager or directors. • Conduct regular checks on the staff accommodation and manage any issues
<p>Communication & Reporting:</p>	<ul style="list-style-type: none"> • Ensure the Directors are always effectively kept up to date summarizing operational activities, detailed updates on each department, highlighting both achievements and areas for improvement. • Inform the Directors of any changes in operational procedures, staffing, or tour schedules.



	<ul style="list-style-type: none"> • Organize and lead regular team meetings with all departments, including office staff, tour leaders, guides, and maintenance team • Ensure meetings cover key updates, safety protocols, operational changes, and address any staff concerns or suggestions. • Establish and maintain open channels of communication for all staff to share feedback, report issues, and ask questions, Using a combination of communication tools, such as email, messaging apps, and in-person meetings, to ensure accessibility for all staff. • Regularly review feedback and take appropriate actions to address concerns and improve workplace conditions. • Immediately escalate any significant issues, such as safety incidents, equipment failures, or staffing shortages, to the directors. • Provide comprehensive details and proposed solutions to facilitate informed decision-making by the directors. • Highlight any exceptional achievements or milestones reached by the team. • Schedule regular check-ins with the directors to discuss ongoing operations, share insights and use these check-ins to seek guidance and approval for larger decisions or ideas changes.
<p>Project Management:</p>	<p>From time to time, Franz Josef Wilderness Tours may take on projects that compliments the company values and goals. A recent example is the Jobs for Nature Project.</p> <p>Communication for New Projects:</p> <ul style="list-style-type: none"> • Maintain clear and consistent communication with all stakeholders • Provide regular updates on project progress and milestones. • Collaborate closely with the Directors to align project goals with company values. • Report key developments and seek approval for major decisions. • Coordinate project activities and manage the project team. • Serve as the main contact for the funding provider. • Provide timely updates and ensure funding requirements are met.



Qualifications, Skills & Experience:

Qualifications:

- A relevant qualification in Management, Tourism, Outdoor Education or a related field
- Certifications or qualifications in Health and Safety compliance or management is desirable
- Current Workplace First Aid Certification
- Current full drivers' licence

Skills:

- Strong leadership abilities to guide, motivate, and manage a diverse team.
- Excellent organizational and time management skills to handle multiple responsibilities efficiently.
- Exceptional verbal and written communication skills for effective interaction with staff, Directors, and external partners.
- Strong understanding of budgeting
- Ability to identify issues, assess situations, and develop practical solutions promptly
- Proficiency in using office software (e.g., Microsoft Office Suite or google suite)
- Strong Knowledge of health and safety regulations and best practices in outdoor guiding/tourism
- Understanding of tour operations, including logistics, equipment maintenance, and customer service.

Experience:

- Tourism and Adventure Industry Experience:
- Minimum of 5 years of experience in the tourism or adventure industry, with a focus on outdoor adventure is ideal
- Experience managing operations in a similar setting, such as a tour company, guiding company or with an outdoor education provider