

**NAME:**  
**DEPARTMENT:** Operations  
**DIRECT REPORTS:** Tour Leaders  
**IN-LOCATION SUPERVISION:** Office-based DMC staff, Mexico  
**LOCATION:** Mexico City, Mexico

**POSITION:** Operations Manager, Mexico  
**REPORTING TO:** General Manager, Costa Rica & Mexico

#### POSITION PURPOSE:

The Operations Manager has overall responsibility for the safe, successful, and profitable running of all trips within Mexico and joint responsibility across the Central American region, including trips for PEAK brands and external clients, and in line with standards and policies laid out by the company. The Operations Manager is the main point of contact for operational matters between the offices and Group Leaders in Mexico, the PEAK DMC Global Operations team, and the Product teams at the PEAK brands.

As well as being responsible for the operational performance of the Central American Mexico-based business and for Group Leaders in the region, the Operations Manager will contribute to the overall direction of PEAK Central America as a key member of the region's management team. The Manager will support the Costa Rican-based management team by providing day-to-day supervision of local staff and managing in-location office duties.

#### QUALIFICATIONS AND EXPERIENCE:

- A thorough understanding of and passion for PEAK's style of travel, including the styles of our different brands.
- In-depth knowledge of product, itineraries, destinations, and the adventure travel industry in Mexico and throughout Central America
- Experience in managing people and teams, including remote employees.
- Experience in training.
- Background in operations management and/or tour leading/guiding
- Ability to manage crises calmly and effectively and take responsibility for the safety of others.
- Outstanding organizational skills, attention to detail, and ability to delegate.
- Excellent written and spoken communicate skills in both Spanish and English.

#### OTHER SKILLS AND ATTRIBUTES:

- Outstanding communication and first class coaching as well as people- and relationship-management skills.
- Understanding of culture and business etiquette across the Central American region.
- The ability to manage a diverse, multinational group of leaders with sensitivity, recognising the demands of group leading.
- Initiative to develop and implement continuous improvement of processes.
- Committed to exceptional standards of internal and external customer service.
- An understanding of and belief in PEAK's Responsible Travel philosophy.
- Exemplifies PEAK DMC values at all times.
- A willingness to work regular office hours with flexibility to be on call outside of office hours as needed.
- Ability to work efficiently and effectively both independently and as part of a team.
- High level of computer literacy (particularly Microsoft Office) and ability to work with a reservations system.
- Responsible and reliable

Accountabilities	Benchmark Measure	Key Activities to Achieve Accountabilities
<b>Passenger Enjoyment</b>	Average passenger enjoyment ratings from passenger feedback	<ul style="list-style-type: none"> <li>• Monitor feedback on an ongoing basis</li> <li>• Investigate and respond to feedback/complaints</li> <li>• Identify/resolve quality issues, working closely with the Reservations &amp; Purchasing team when relevant to address supplier issues</li> </ul>
<b>Leader performance, communication &amp; engagement</b>	Leader Overall average scores in pax feedback; survey results	<ul style="list-style-type: none"> <li>• Coordinate and drive leader recruitment and training</li> <li>• Implementation of PEAK leader policies and guidelines</li> </ul>

	for leaders; retention rate of leaders	<ul style="list-style-type: none"> <li>• Maintain effective communication with leaders through newsletters, emails and meetings</li> <li>• Review/report on leader performance, conduct/coordinate leader performance reviews and develop performance plans for leaders below target</li> <li>• Oversee response and action issues arising from leader Trip Reports</li> <li>• Oversee development &amp; maintenance of high quality Leader Notes</li> <li>• Manage and communicate leader schedule</li> </ul>
<b>Safety &amp; incident management</b>	Completion of required safety audits and risk assessments; ensure no serious breaches of safety policies	<ul style="list-style-type: none"> <li>• Ensure operations team and leaders understand and implement company safety policies and procedures</li> <li>• Work with Reservations &amp; Purchasing to ensure suppliers comply with safety standards</li> <li>• In the case of crisis or incident, ensure prompt and efficient action is taken in line with Incident Management Plan and in coordination with other key staff</li> </ul>
<b>Regional operational budgets</b>	Trips run to budget; operations staff travel and leader training budgets managed effectively	<ul style="list-style-type: none"> <li>• Work with Finance and Reservations &amp; Purchasing Departments to ensure best practice for leader accounts.</li> <li>• In coordination with Purchasing &amp; Reservations Department, evaluate changes in itineraries and suppliers to ensure trips are running to budget</li> <li>• Manage and control ops staff travel and leader training budgets</li> </ul>
<b>Responsible Travel</b>	Implementation of RT strategies and policies across all PEAK trips	<ul style="list-style-type: none"> <li>• Coordinate effective leader training on Responsible Travel and company policies</li> <li>• Encourage promotion of The Intrepid Foundation and other relevant PEAK projects, including efforts to source new projects and support fundraising on the ground through leaders</li> <li>• Work with Reservations &amp; Purchasing to ensure that all trips and suppliers comply with RT policies</li> </ul>
<b>Product</b>	New, high-quality product offered to PEAK brands and external clients	<ul style="list-style-type: none"> <li>• In partnership with Purchasing and Reservations and/or Product staff, assist in developing product and itineraries for PEAK and external Brands</li> <li>• Ensure accurate information is provided for brochure and passenger Trip Notes</li> <li>• Contribute to the development of local sales, product and branding strategy for Central America</li> </ul>
<b>Branding</b>	All trips run to clients' branding expectations	<ul style="list-style-type: none"> <li>• Ensure ops team and leaders understand and implement trip styles and branding requirements for PEAK brands and other DMC clients</li> </ul>
<b>Management of Operations Team</b>	Survey results where applicable; feedback from GM, staff & peers; staff performing to the required standards (as per job descriptions)	<ul style="list-style-type: none"> <li>• Set direction for Operations Team, with clear departmental and individual goals and job descriptions in place at all times</li> <li>• Monitor and recognise achievements</li> <li>• Identify training needs, career progression options and development needs</li> <li>• Develop and execute action plan for staff survey</li> <li>• Effectively communicate to individual team members and between departments</li> <li>• Contribute to overall management and leadership of company as member of DMC Central America management team</li> </ul>
<b>Relationship Management</b>	Feedback from PEAK brands and external clients	<ul style="list-style-type: none"> <li>• Act as a key contact between PEAK Central America, DMC Global Operations and the Brand Product teams/external DMC clients for product, quality and operational matters</li> </ul>