

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME:	TBA	REPORTING TO:	Operations Manager
POSITION:	Deputy Operations Manager, Guatemala OR Costa Rica	DIRECT REPORTS:	Various Tour Leaders
DEPARTMENT:	Operations	LOCATION:	Antigua Guatemala OR San Jose

POSITION PURPOSE:

The Deputy Operations Manager assists the Operations Manager in ensuring the safe, successful, and profitable running of all trips across Guatemala/Costa Rica and surrounding countries, including trips for PEAK brands and external clients, and in line with standards and policies laid out by the company. The Deputy Operations Manager is the main point of contact for Group Leaders for operational matters within Guatemala/Costa Rica and contributes to the operational performance of trips within Guatemala/Costa Rica and surrounding countries.

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 Guatemala/Costa Rica (with knowledge of other Central America destinations a great advantage).
- 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.
- Ability to communicate clearly with clients in English in person and over the telephone, resolving issues and disputes where necessary.
- Excellent written and spoken communication 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 in Guatemala/Costa Rica.
- The ability to manage a diverse group of leaders with sensitivity, recognising the demands of group leading.
- Keen eye to suggest improvements to product and 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
Passenger Enjoyment	Average passenger enjoyment ratings from passenger feedback	<ul style="list-style-type: none"> • With with operations manager to review feedback on an ongoing basis • Assist operations manager in investigating and responding to feedback/complaints • Assist Operations Manager and Purchasing & Reservations Department in identifying recurring product or operations issues and in devising and implementing solutions
Leader performance, communication & engagement	Leader Overall average scores in pax feedback; survey results for leaders; retention rate of leaders	<ul style="list-style-type: none"> • Assist Operations Manager in coordinating and executing leader recruitment and training for Guatemala/Costa Rica

		<ul style="list-style-type: none"> • Upholding PEAK leader policies and guidelines • Maintain regular and effective communication with Guatemala/Costa Rica leaders through multiple communications channels and face-to-face meetings. • Assist Operations Manager in reviewing/reporting on leader performance, conducting/coordinating leader performance reviews and developing performance plans for leaders below target • Review response and action issues arising from leader Trip Reports • Assist in the development & maintenance of high quality Leader Notes • Assist Operations Manager in the management and communication of leader schedule for Guatemala/Costa Rica trips
Safety & incident management	Completion of required safety audits and risk assessments; ensure no serious breaches of safety policies	<ul style="list-style-type: none"> • Assist Operations Manager in ensuring Mexican leaders understand and implement company safety policies and procedures • Assist in ensuring Mexican suppliers comply with safety standards • 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
Regional operational budgets	Trips run to budget	<ul style="list-style-type: none"> • Work with Finance and Reservations & Purchasing Departments to ensure best practice for leader accounts. • In coordination with Purchasing & Reservations Department, evaluate changes in itineraries and suppliers to ensure trips are running to budget
Responsible Travel	Implementation of RT strategies and policies across all PEAK trips	<ul style="list-style-type: none"> • Assist in coordination of effective leader training on Responsible Travel and company policies • 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 • Work with Reservations & Purchasing to ensure that all trips and suppliers comply with RT policies
Product	New, high-quality product offered to PEAK brands and external clients	<ul style="list-style-type: none"> • In partnership with Purchasing and Reservations and/or Product staff, assist in developing product and itineraries for PEAK and external Brands • Assist in reviewing information provided for brochure and passenger Trip Notes
Branding	All trips run to clients' branding expectations	<ul style="list-style-type: none"> • Ensure leaders understand and implement trip styles and branding requirements for PEAK brands and other DMC clients