

JOB DESCRIPTION

Job title:	Touring Executive (Previously known: Operations Executive)	Country/ Department / Branch:	Operation
Reports directly to:	Touring Team Leader	Office Location:	
Number of employees reporting to this position:		Date Job Description issued:	

POSITION PURPOSE

To play a fundamental role in successfully running all Discova tours. As a part of Touring Team, Touring Executive is responsible to ensure that all field staff and partners directly involved within a booking execute the operational standards and requirements that will drive the customer satisfaction and productivity.

This will involve the delivery of best-in-class service and memorable local experiences for the customer. Operationally, the role will be responsible for assigning guides, reconfirming reservations, handling operational issues, and continually providing feedback to management on risks and improvements of the ways we operate our products. You have an ardent desire for structure, high organizational skills and love working according to procedures and schedules. You thrive on being meticulous and methodical.

JOB SPECIFICATIONS

Accountabilities	Responsibilities	Metrics
Guide Assignment and Tour Preparation	<ul style="list-style-type: none"> Schedule guides for assigned accounts. Work closely with Reservation team to ensure all transfers and tour logistic details are fulfilled according to company SOP's. Ensure 3rd party services are booked and confirmed, either via bulk messaging or email. Once confirmed service status must be updated in Tourplan to ensure consistency and smooth customer experience. Responsive to any change in logistic and give constant update to related parties (Guides, Drivers, Suppliers, Airport Concierge, etc.). Ensure the most updated passenger details, logistic information, internal notes, and supplier notes are being in place in the system. Preparing all related transfer/touring documents needed according to company SOP's Conduct guide briefing and debriefing to ensure smooth operation. Consistently implement the company One-Best-Ways (OBWs) processes/procedures/systems across the accounts handled. Empowered to initiate the new, better OBWs, through the proper channels. Effectively cooperate with Fleet, Product, Reservation, Customer Experience, and Suppliers for seamless daily operations and overall service improvements. 	<ul style="list-style-type: none"> Guide feedback, availability and NPS (Net Promotor Score) score
Customer Service Experience	<ul style="list-style-type: none"> Ensure all details of itinerary has been checked before passing on documents to guides and related field staffs. Ensure 24/7 supports on the ground for client's complaints and incidents, in close corporation with Reservation. Resolve customer service issues to customer's satisfaction with appropriate corrective and preventive measures. 	<ul style="list-style-type: none"> NPS/TBA

Business Acumen	<ul style="list-style-type: none"> • Prepare guide payment • Ensure all guide cash advanced are settled before the agreed time. • Ensuring costs are accurate, in case of a mismatch communicate with Central Loading team and/or Product and ensure correct pricing is updated in TP, before updated pricing have been completed. • Update tour costing and ensure trips are running to budget and profitability. 	<ul style="list-style-type: none"> • Gross margin
Self-Development	<ul style="list-style-type: none"> ▪ Participate in any trainings or upskilling recommended by the Touring Team Leader or you feel relevant to your role. ▪ Ensure you maintain up to date with product knowledge and understand Discova offerings. ▪ Ensure you discuss business improvement and efficiencies with your leader. 	<ul style="list-style-type: none"> ▪ Exceed individual target

ESSENTIAL QUALIFICATION AND EXPERIENCE

- Previous experience in tourism or DMC an advantage
- Degree in tourism and hospitality is an advantage
- Fluent in national local language and intermediate to advanced level of written and spoken English

SKILL AND ATTRIBUTES

- Well-developed problem-solving skill
- Customer centric with commitment to high standards of service delivery
- High attention to details & strong time/priority management skills
- Able to work independently or in a team environment
- Flexible rotating roster that may include late nights, weekends, and early mornings
- Ability to work with uncertainties/changing priorities and under pressure.
- Willing to travel on business when required
- Personally, aligned with Discova’s company purpose and values
- Proficient with Microsoft Office applications