

JOB DESCRIPTION

Job title:	Operations Team Leader	Country/ Department / Branch:	Operation
Reports directly to:	Operation & Reservation Leader	Office Location:	
Number of employees reporting to this position:		Date Job Description issued:	

POSITION PURPOSE

This critical role will function at both strategic and operational levels. Operationally, Operation Team Leader has responsibility for the safe, successful, and profitable running of all operations activities, in line with standards and policy laid out by Discova. Operation Team Leader will be responsible for all operations activities to ensure the delivery of amazing customer services on the ground, handling operational issues and continually improving the ways we operate our products. Strategically, Operation Team Leader is responsible to build a high performing team who strives for excellence and are passionate about living our purpose of connecting people to a world of possibilities.

JOB SPECIFICATIONS

Accountabilities	Responsibilities	Metrics
Team Leadership, Planning, and Supervision	<ul style="list-style-type: none"> Develop and work on continuous improvements of guidelines, policies, and procedures to ensure consistent deliveries of services while optimizing profits and speed of each process. Maintain and update written processes, standardized manuals, and training Ensure Discova Fleet, Drivers, Guides and Airport Representatives are managed fairly and are held to a high-quality standard. Ensure optimal and transparent assignments of suppliers and adhere to our policy throughout the entire operation Develop incentives and motivate staff to perform better every-day and better than industry standards. Ensure quality improvement by organizing spot checks and inspections Recruit and develop a team that agile, collaborative, and borderless. Give constant support on development of all staff in the Operations department, including work conditions, workloads, training, and staff appraisals. Understand the needs of each staff and communicate these needs to management to ensure that all requirements are provided to ensure successful operations. Assist in developing a guide manual and training course to ensure Discova develop best guides practices. Network with other leaders across Discova to solicit and share process improvements and drive efficiencies and cost savings 	<ul style="list-style-type: none"> Revenue Target Gross margin
Customer Service Experience	<ul style="list-style-type: none"> Monitor feedback on an ongoing basis Develop ways and practices to improve customer satisfaction and feedback Resolve customer service issues to customer's satisfaction with appropriate corrective and preventive measures. 	<ul style="list-style-type: none"> NPS
Safety and Incident Management	<ul style="list-style-type: none"> Ensure all team, including guide and drivers, implement company safety policies and procedures. In the case of crisis or incident, ensure prompt and efficient action is taken in line with crisis and incident management plan and in coordination with another key department. Work with Product and Contracting team to ensure all suppliers comply with safety standards 	<ul style="list-style-type: none"> Reporting consistency via random audit
Product Development	<ul style="list-style-type: none"> Cooperate with other departments like Reservations, Product and Contracting team to consistently improve trip profitability, booking conversion rates and overall service improvements. Support Product Team by participating in research operational information for new products to meet new market trends, developing new physical product (including costing) Ensure flawless execution of new product, by conducting trainings on new itineraries with relevant teams 	<ul style="list-style-type: none"> Gross margin

	<ul style="list-style-type: none"> Assist Product and Contracting Team in developing and benchmarking on cost and quality control through best supplier selection 	
Business Acumen	<ul style="list-style-type: none"> Ensure team member utilize preferred supplier list (in transportation) to improve cost advantage. Understand and provide monthly reports to the direct leader. Introduce new or improved policies and processes to improve efficiency and ensure compliance. Ensure performance metrics of all team members are achieved. 	<ul style="list-style-type: none"> Exceed individual target

KEY LEADERSHIP COMPETENCIES

Model the Way	<ul style="list-style-type: none"> Lead by example in behavior, attitude and performance Give clear concise and timely feedback Personally, aligned with Discova values and philosophies 	<ul style="list-style-type: none"> Staff Turnover %
Effective Communication	<ul style="list-style-type: none"> Effective use of Discova Communication Systems, AM Planner, Weekly Business Meetings with the team. Ensure that information is shared with transparency in a way that inspires team members. 	
Develop Experts in your Business	<ul style="list-style-type: none"> Develop a personal development plan for each team leaders Coach and mentor team leaders Conduct and support on ongoing training and development of team members Empower team members to take ownership of their work through appropriate delegations and trainings Recruit and train all new team members. 	
Business Sense	<ul style="list-style-type: none"> Understand wage packages and be able to articulate how an individual can contribute. Understand and analyze team budget, PNL and financial reports Develop strategies to improve business results and consider contingencies 	
Create the right Environment	<ul style="list-style-type: none"> Create an environment where people feel supported, connected, and empowered Demonstrate constructive conflict resolution skills to ensure positive outcome for all Ability to create vision and obtain by in from the team 	
Set & Drive Goals	<ul style="list-style-type: none"> Drive the business and team members to success using the vision and business plan as a guide. Set goals / deadlines daily and works to achieve and exceed these goals. Communicate daily with team regarding individual and team sales targets. 	
Discipline	<ul style="list-style-type: none"> Set clear expectations and consequences with follow up. Encourage and assist team member for solve their own problems. Ensure that what is meant to happen in the business does happen. Monthly one on ones with each team member for performance review and opportunity to provide fair, concise, and timely feedback. 	

ESSENTIAL QUALIFICATION AND EXPERIENCE

- Degree in tourism and hospitality is an advantage
- Fluent in national local language and intermediate to advanced level of written and spoken English
- 4+ years experience tourism operation or experience in leading teams in the tourism and hospitality industry is required.

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