

Position Description	
<b>Position</b>	Guided Overland Driver/Host Team
<b>Reports To</b>	Operations Manager

### **The Business**

Outback Aussie Tours is an award-winning tour company based in Longreach Queensland, operating for 37 years. We offer river and rail tours in and around Longreach including our signature Smithy's Outback Dinner and Show. We operate guided overland 4WD coach tours throughout Outback Queensland as well as tailored bus charters for special interest groups.

### **The Role:**

We are looking for a motivated and reliable couple to join our team as a Driver Guide/Host Team for the 2025 season.

This position is a key part of the operations team and will be responsible for providing guests with a knowledgeable, memorable, safe and comfortable tour experience which relates to the region being visited. In addition, maintain/promote and build on the standard of customer service that Outback Aussie Tours has proudly been nationally recognised for.

### **Key Responsibilities:**

- Preparing vehicle for tour including cleaning, pre and post tour preparations
- Drive the vehicle according to conditions and within the Queensland Department of Transport regulations
- Maintain tour schedule
- Meeting and greeting guests
- Confirming tour arrangements
- Provide accurate and informative interpretation with high value client engagement whilst using multimedia, reference books and props
- Maintaining positive environment for guests
- Work cooperatively with each other and the Operations, Reservations, Hospitality and Outback Rail Adventure team.
- Maintain and assess possible changing road and weather conditions and provide feedback to relevant Coordinators to ensure tour commitments
- Work in a safe manner having regard for the environment, self, and others and to also contribute to the implementation of workplace operational health and safety policies, fatigue management regulations and the organisations environmental plans.
- Duties could include but not limited to Guided Overland tours, scheduled charters, signature tours, River and Rail experiences and Queensland Rail transfers to Winton
- While this position will predominately require you to work as a team, there will be times where you could be required to work individually to meet the demands of the organisation's operational commitments.

**Key requirements:**

- Ability to drive a variety of heavy vehicles (Driver only)
- Commitment to Savannah Guides Training
- Ability to work unsupervised and meet deadlines
- Demonstrated verbal communication and interpersonal skills to effectively work and participate in a team-based environment
- Be able to work in remote areas
- Passion for introducing guests to the environment, people and places
- Demonstrated organisational and time management skills
- The desire and ability to respond appropriately to a wide range of providers and their needs while maintaining a high standard of quality of customer service
- The ability to work cooperatively within the team and across the business to understand team dynamics, contribute to teams, and foster environments of mutual trust and respect with a happy disposition and attitude
- Ability to problem solve, perform consistently and coordinate tasks simultaneously
- Possess in depth knowledge of all OAT products

**On the Job:**

- Able to commit to the full 2025 season; April to October
- Hours will be dependent upon the tours assigned. Half and full day rates available.

**Qualifications required:**

- Queensland Driver's Authorisation
- Heavy Rigid Vehicle Driver Licence (Class – open)
- First Aid and CPR Certificate (current for the entire 2025 season)
- Queensland Responsible Service of Alcohol (RSA) (or ability to obtain)

**Desirable Skills:**

- Demonstrated extensive knowledge of Outback Queensland – or ability to quickly acquire
- Savannah Guide accredited