

Position Description	
Position	Master Skipper
Reports To	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 person to join our team as a Master Skipper 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 Thomson River. In addition, maintain/promote and build on the standard of customer service that Outback Aussie Tours has proudly been nationally recognised for.

### **Key Responsibilities**

- Safely and confidently operate the MV Longreach Explorer to provide guests with an informative and memorable experience.
- Welcome guests and check manifests.
- Conduct coach transfers and pick ups for river cruises and experiences when required
- Passion for introducing guests to the environment, people and places
- Provide accurate and informative interpretation with high value client engagement whilst using multimedia, reference books and props
- Develop and implement schedules for the maintenance of the Boat and work with local and external mechanic and vehicle maintenance companies.
- Inspect, record and resolve any boat maintenance issues and report to the Operations Manager and Business Manager in a timely manner.
- Ensure that the boat is mechanically maintained, fuelled and presented to a high standard to meet OAT and guest presentation expectations.
- Maintain the boat maintenance log and ensure it is up to date and accurate.
- Liaise with the Operations Manager to ensure the highest level of safety is maintained across all aspects of the OAT operation and all requirements of the SMS are met.
- Responsible for compliance with the Workplace Health and Safety Act 2011.
- Communicate with the Skipper team members regularly about any updates, maintenance issues or safety breaches.

**Skills Required:**

- Ability to operate a marine vessel and a variety of heavy vehicles
- Commitment to Savannah Guides Training
- Ability to work unsupervised and meet deadlines.
- Demonstrated verbal communication and interpersonal skills.
- 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.

**On the Job:**

- Able to commit to the full 2025 season; April to October
- Operation of cruises 5 – 6 days of the week with approximate shifts 4.5hrs
- Approximately 5hrs per week in administration / maintenance duties

**Licences required:**

- Recreational Boat/Coxswain Licence
- Queensland Driver's Authorisation
- Heavy Rigid Vehicle Driver License – 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