



<b>Title</b>	<b>Tour Guide</b>
<b>Location</b>	Melbourne
<b>Hours</b>	19 hrs/week
<b>Salary</b>	\$43K + super + commission (pro-rata)
<b>Contract type</b>	Part time
<b>Reports to</b>	Operations Coordinator
<b>Direct Reports</b>	none

Founded in 2017, Walks 101 has grown to become Melbourne's largest walking tour provider. It's flagship Melbourne Free Tour operates on a pay-what-you-feel basis, while its small-group hidden bar tour brings guests to Melbourne's famed small bar scene.

The role is necessary for us to make it through the remainder of our winter, but has lots of opportunities for advancement as soon as the summer begins.

#### **Key responsibilities**

- **Field work** — 95% time guiding tours, during which you will:
  - Lead tours such as the Melbourne Free Tour and Hidden Laneway Bar Tour
  - Maintain minimum KPIs with regards to income, sales and feedback
  - Maintain records of every tour given
  - Solicit tips on the pay-what-you-feel tours, drop cash into bank account on a regular basis
  - Handle cash for company and deposit to bank in a timely manner, following reporting process
- **Office Work** — 5% time in the office. Responsibilities include:
  - Have weekly meeting with operations manager
  - Follow-up with customers
  - Other various administrative tasks
  - Liaise regularly with the Operations Coordinator

As the business grows, more tours will become available and the scope exists for this to grow into a full-time role. As tours are offered above the typical hours, wages will be paid on a pro-rata basis

#### **Requirements**

- Tour guiding experience is essential — 1-3 years in any destination
- Fixed weekly schedule will be issued and will include working every weekend (set days off will be Thu - Fri). Other tours will become available with some regularity, and you will be given the option to take more work and be paid per hourly
- Legal right to work in Australia
- Punctual and reliable
- Ability to meet sales targets
- Excellent record-keeper

To demonstrate interest, email your CV with a covering letter to [hugo@walks101.com](mailto:hugo@walks101.com)