

VBT

Bicycling and Walking Vacations

BICYCLE TOUR LEADER HIRING PROSPECTUS CHILE

Leader Responsibilities

- **A leader's primary role is to ensure the guests experience the best vacation of their lives!**
- Service, service, service! Put customer needs ahead of their own **at all times**
- Use people skills and social leadership to bring guests of diverse backgrounds together
- Offer group presentations on various topics (safety, cycling skills, daily routes, ...)
- Clean, repair and maintain bicycles while on tour
- Demonstrate safe, efficient cycling techniques
- Deliver guest luggage to their rooms
- Drive a 9-passenger van with trailer in tow and/or cycle daily with guests
- Prepare picnics and snacks
- Perform administrative tasks such as record keeping and tour budget accounting
- Represent VBT well and maintain professional, balanced relationships with tour guests, our hotels, and citizens of local communities through which tours travel, as well as with VBT coworkers and staff

Leader Qualifications

- A love of people! Desire to share education, discovery and fun
- Familiar with American customer service expectations
- Valid driver's license, clean driving record & ability to safely drive 9-person van
- Basic bicycle repair skill. Must pass Level 1 mechanical test (*see enclosed mechanical proficiency info*)
- Current Basic First Aid & Cardiopulmonary Resuscitation (CPR) training - accredited by American Heart Association, Red Cross or National Safety Council
- Physical abilities – cycle with guests up to 50 miles per day in all types of weather, carry heavy luggage, lift 30 lb. bicycle over head
- Able to pace oneself, physically and mentally, through very long days, full weeks, consecutive tours and an entire season
- Excellent communication and leadership skills
- Strong teamwork skills; energy, enthusiasm, positive attitude, creativity, and attention to detail.
- Knowledgeable about local culture. First hand experience preferred.
- Leaders must be available for the following periods:

CHILE October - May

The Complete Application

- An application will be reviewed once we receive **all** requested elements noted on the application form
- We review applications on a continuous basis, so it is to your advantage to turn in your completed application as soon as possible.
- Only candidates who turn in completed applications will receive written notification of our hiring decisions.

Reference Information

- Select 2 professional or academic references that we may contact, who can attest to the skills, experiences and character traits that qualify you for this position. Indicate their relationship to you.

Motor Vehicle Record

- Please provide a current & **certified** copy of your Hoja de Vida del Conductor – available from https://www.registrocivil.cl/OficinaInternet/html/multas_certificado.html
 - Applicants with driving records deemed unacceptable by our insurance company will not be hired

The Interview Process

- Selected candidates who have submitted a complete application will be contacted for a personal interview
- Interviews will take place in person or via skype. During your interview, please be prepared for the following:
 - Give examples of when you've demonstrated skills needed by a tour leader (excellent service, teamwork, leadership, good communication, etc.).
 - Mechanical proficiency assessment to determine your current level of knowledge. You may continue to develop this skill after the interview.

If you are hired

In order for your job to be confirmed, you must provide the following documents to VBT by the date indicated in your job proposal:

- Written verification of completed of First Aid Training in the past 2 years
- Copy of current Adult Cardiopulmonary Resuscitation (CPR) Card
- Completed Mechanical Proficiency Level 1 Skill List, signed by both you and a professional mechanic (see enclosed checklist)
- Copy of your valid passport or national identity card

Who is VBT?

- **VBT** is committed to being the world leader in international bicycling adventures. All **VBT** tours offer exceptional quality and service.
- **VBT** is an American tour operator with over 41 years of experience.
- **VBT** offers bicycle tours to American tourists on various continents around the world
- **VBT** groups are small, usually 14-20 guests, who come from all over North America.
- **VBT** guests combine cycling with a desire to learn about the people, culture and history of the area through which they have chosen to cycle.
- **VBT's** 4 "pillars" of service to our guests include outstanding *value, pace, choice and discovery*.

Questions

- If you have questions on any of the processes described in this packet, please contact us by email at vbtdom@vbt.com

Please consult our web site at www.vbt.com for more details on VBT

VBT Leader Human Resources
Email: vbtdom@vbt.com