



BICYCLE TOUR LEADER POSITION DESCRIPTION AND REQUIREMENTS

EUROPE

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, foreign language, daily routes, ...)
- Clean, repair and maintain bicycles while on tour.
- Demonstrate safe, efficient cycling techniques.
- Deliver guest luggage to their rooms
- Drive a standard-transmission, 9-passenger van plus trailer and/or cycle daily with guests
- Prepare picnics and translate special events such as wine tastings, walking tours, etc
- 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
- Offer language translation assistance where applicable

Leader Qualifications

- A love of people! Desire to share education, discovery and fun
- Fluent (written and oral) in English, *and* local language if different.
- Familiar with American customer service expectations
- Valid driver's license for over 1 year, clean driving record & ability to safely drive 9-person, standard transmission van with trailer
- Minimum 21 years old, plus minimum 1 year of driving experience
- Basic bicycle repair skill. Must pass Part 1 VBT Leaders Basic Technical Skills (*see enclosed*)
- Current Basic Red Cross First Aid & Cardiopulmonary Resuscitation (CPR) training (renewal required every third year)
- Physical abilities – cycle with guests up to 80 km. per day in all types of weather, carry heavy luggage, lift 15 kg 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 European and American cultures. First hand experience preferred
- Available for the operating season – especially peak periods.
- Basic computer skills for Microsoft Excel, Word, Adobe Acrobat Reader and e-mail access with capability to download and send attachments.
- A personal cell phone to use while on tour

The Complete Application

- An application will be reviewed once we receive **all** requested elements noted on the application form per email.
- 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.
- References must be contactable by e-mail
- References must be able to reply in English

Motor Vehicle Record

- Please provide a current copy of your driving record. Examples: US -Dept. of Motor Vehicles; Canada -Ministry of Transportation; France - Casier judiciaire; Italy – punti patente; UK - all DVLA endorsements; Austria - Polizeiliches Führungzeugnis; Spain – report of trafico; Germany – Auszug des Krafftahrtbundesamtes; other country equivalents
- 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 telephone interview
- Selected candidates may be invited to an additional face to face interview event at a designated time and location
- All interviews are conducted in English

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 Red Cross or equivalent First Aid Training. *Renewal required every third year*
- Copy of Adult Cardiopulmonary Resuscitation (CPR) Card – from American Red Cross or American Heart Association, or equivalent. *Renewal required every third year*
- Copy of your valid passport (non-Europeans) or European identity card

Who is VBT?

- **VBT** is committed to being the world leader in international active vacations. All **VBT** tours offer exceptional quality and service.
- **VBT** is an American tour operator with over 40 years of experience.
- **VBT** offers active tours to American tourists around the world
- **VBT** groups are small, usually 14-20 guests, who come from all over North America.
- **VBT** guests combine active vacation with a desire to learn about the people, culture and history of the area through which they have chosen to travel.

Questions

- If you have questions on any of the processes described in this packet, please contact our Human Resources Department in Europe by email at vbteuro@vbt.com

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