



## Bicycling and Walking Vacations

### BICYCLE TOUR LEADER POSITION DESCRIPTION AND REQUIREMENTS

#### NEW ZEALAND

##### 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 Part 1 VBT Leaders Basic Technical Skills (*see enclosed*)
- Current Basic First Aid & Cardiopulmonary Resuscitation (CPR) training (renewal required every third year)
- 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 and American cultures. First hand experience preferred.
- Available for the operating season: November – April
- 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
- 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 Traffic Offence History
- 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 at a designated time and location

## 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

## Who is VBT?

- **VBT** is committed to being the world leader in international bicycling and walking adventures. All **VBT** tours offer exceptional quality and service
- **VBT** is a North American tour operator with over 44 years of experience
- **VBT** offers bicycle tours to North 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](mailto:vbtdom@vbt.com)

Please consult our web site at [www.vbt.com](http://www.vbt.com) for more details on VBT

VBT Leader Human Resources  
Email: [vbtdom@vbt.com](mailto:vbtdom@vbt.com)