



## Bicycling and Walking Vacations

### WALKING 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, walking skills, foreign language, daily routes, flora and fauna, sights...)
- Demonstrate safe and efficient walking techniques
- Deliver guest luggage to their rooms
- Walk daily with guests and coordinate bus support
- Prepare picnics and translate special events such as wine tastings, home hosted visits sightseeing 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
- In-depth knowledge of local flora, fauna and culture. Nature guiding licenses or special local knowledge is a plus.
- Fluent (written and oral) in English, *and* local language if different.
- Familiar with North American customer service expectations
- Valid driver's license, clean driving record & ability to safely drive 9-person, standard transmission van
- Current Basic Red Cross First Aid & Cardiopulmonary Resuscitation (CPR) training
- Physical abilities – carrying a 30 pound backpack and walk up to 20 km / 12 miles (4-5 hours) per day in all types of weather for many days in a row, carry heavy luggage
- 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 full 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 or alternatively official 'certificate of good conduct'
- 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
- Select candidates may be invited to an additional face to face interview event at a designated a 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:

- Copy of current driver's license
- Copy of current certified Motor Vehicle Record
- Written verification of completed of Red Cross or equivalent First Aid Training. Renewal required every third year
- Copy of Adult Cardiopulmonary Resuscitation (CPR) Card. *Renewal required every third year or upon expiration of current card*
- Copy of your valid passport or national 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 44 years of experience.
- **VBT** offers active tours to North American tourists around the world
- **VBT** groups are small, usually 14-20 guests, who come from all over North America.
- **VBT** guests combine an active vacation with a desire to learn about the people, culture and history of the area through which they have chosen to travel.
- **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 our Leader hiring department 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