



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 80 km. per day in all types of weather, lift and carry assorted luggage of up to 45 kg for short durations of time, 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 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.

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 offered work

You must provide the following documents to VBT by the date indicated in your offer:

- 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*
- Current & **certified** copy of your Traffic Offence History
- Offer is contingent upon an acceptable driving record
- 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 45 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*
- **VBT's mission is to positively impact people's lives through active travel experiences**

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