



## WALKING TOUR LEADER POSITION DESCRIPTION AND REQUIREMENTS

### NORTH AMERICA

#### 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, daily routes, flora and fauna, sights...)
- Clean, repair and maintain walking poles while on tour
- Demonstrate safe and efficient walking techniques
- Deliver guest luggage to their rooms
- Drive an 11-15-passenger van and/or walk 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
- Valid driver's license, clean driving record & ability to safely drive 11-15-person van
- A personal cell phone to use while on tour
- Knowledge of Excel and internet usage
- Regular e-mail access with capability to download and send attachments
- Current Basic Red Cross First Aid & Cardiopulmonary Resuscitation (CPR) training
- Physical abilities – walk with guests up to 12 miles per day in all types of weather, lift and carry assorted luggage of up to 100 lb. for short durations of time, carry 30 lbs pack for 4-5 hours
- 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
- In-depth knowledge of local flora, fauna and local culture. Nature guiding licenses or special local knowledge is a plus.
- Leaders must be available for the peak season period of March to November

## 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
- Select candidates may be invited to an additional face to face interview event at a designated a time and location

## If you are offered work

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

- Copy of Adult Cardiopulmonary Resuscitation (CPR) and First Aid Certificate – from American Red Cross, American Heart Association or equivalent.
- Copy of your Social Security Card or valid passport to verify employment eligibility
- Copy of current driver's license
- Please provide a current & **certified** copy of your 3-yr driving record
- Offer is contingent upon an acceptable driving record
- Copy of your current DOT Physical Medical Examiner's Certificate
- A copy of your current Commercial Driver's License – California Leaders Only
- Completed Background Check Disclosure & Authorization Form

## 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 bicycling and walking 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 or walking 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*
- **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](mailto:vbtdom@vbt.com)

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

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