



Bicycling and Walking Vacations

WALKING TOUR LEADER POSITION DESCRIPTION AND REQUIREMENTS

EUROPE

Leader Responsibilities

- **A leader's primary role is to ensure that 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 or drive a standard-transmission, 9-passenger van
- 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 local culture. Nature guiding licenses or special local knowledge is a plus.
- 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
- Minimum 21 years old, plus minimum 1 year of driving experience
- Current Basic Red Cross First Aid & Cardiopulmonary Resuscitation (CPR) training
- Physical abilities – carrying a 13 kg 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, lift and carry assorted luggage of up to 45 kg for short durations of time
- 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.

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
- All interviews are conducted in English

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. Renewal required every third year or upon expiration of current card
- Copy of your current driving record or alternatively official 'certificate of good conduct'. Examples: US -Dept. of Motor Vehicles; Canada -Ministry of Transportation; France - Casier judiciaire; Italy – punti patente; UK - all DVLA endorsements; Austria - Polizeiliches F hrungzeugnis; Spain – report of trafico; Germany – Auszug des Kraftfahrtbundesamtes; other country equivalents
- Offer is contingent upon an acceptable driving record
- 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 45 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 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*
- **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 our Leader hiring department by email at vbteuro@vbt.com

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

VBT European Human Resources
Email: vbteuro@vbt.com