



Bicycling and Walking Vacations

BICYCLE 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, cycling skills, daily routes, ...)
- Clean, repair and maintain bicycles while on tour
- Demonstrate safe and efficient cycling techniques
- Deliver guest luggage to their rooms
- Drive an 11-15-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 11-15-person van
- A personal cell phone to use while on tour
- Knowledge of Excel, PDF documents and internet usage
- Regular e-mail access with capability to download and send attachments
- Basic bicycle repair skill. Must pass Part 1 of VBT Leader Basic Technical Skills (*see enclosed*)
- Current Basic Red Cross First Aid & Cardiopulmonary Resuscitation (CPR) training
- Physical abilities – cycle with guests up to 50 miles per day in all types of weather, lift and carry assorted luggage of up to 100 lb. for short durations of time, 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
- Intimate knowledge of local culture. First-hand experience and local connection preferred
- 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 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
- Selected 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 documentation to verify work eligibility
- Copy of current driver's license and copy of current certified 3-yr Motor Vehicle Record
- Offer is contingent upon acceptable driving record
- Copy of your current DOT Physical Medical Examiner's Certificate
- Completed VBT DOT Driver Application
- 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 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 North American Leader Human Resources
Email: vbtdom@vbt.com