



Job Description

Tour Leader Manager

If you are interested in applying for this Tour Leader Manager position, please send a cover letter and CV to John@experienceplus.com, Director of Tours, by December 7th, 2022 specifying "Tour Leader Manager position" in the subject line.

Please note: we believe this position could be divided up amongst two positions (for example one more full time and more part time) depending on skills, experience and availability. If you feel you are perfectly suited for parts of this job, please apply, and give us your availability and tell us which parts of the job appeal and why you would be the perfect candidate.

Introduction:

ExperiencePlus! Bicycle Tours provides unique cycling and cultural experiences for travelers across Europe and South America. Founded in 1972, this family-owned business ran the first cycling tour across Italy for Americans and has since grown to provide unforgettable experiences for travelers from around the globe. While cycling is a key component of our tours, we are passionate about helping our customers connect with local cultures.

BikesPlus srl is a bike rental and online travel agency specialized in bicycle tourism and it is based in Italy. It operates self-guided and guided tours for individuals through its Cycle Europe brand and provides bike tour support for groups and large tour operators throughout Europe. By providing equipment such as bikes, vans and expertise such as route consulting and guides, BikesPlus enables thousands of people to explore Europe by bike every year.

Summary:

The Tour Leader Manager oversees the recruitment, hiring, staffing, and training of ExperiencePlus! and BikesPlus Tour Leaders. They will work closely with the Director of Tours to support and maintain a team of outstanding Tour Leaders. They are the primary liaison between Tour Leaders and office staff (European and U.S. offices and Tour Managers). The Tour Leader Manager will meet regularly with the Director of Tours to address questions, update project status, and set priorities.

Location: Remote but in European time zone (from Portugal to Romania)

Reports to: Director of Tours

Major Responsibilities:

- **Recruiting/Hiring/Selection**
 - Assess Tour Leader staffing needs.
 - Recruit, interview, and select candidates to be excellent ExperiencePlus! And BikesPlus tour leaders.
- **Training and Development**
 - Oversee the strategizing, planning, content creation and execution of annual events such as the following (in collaboration with event logistics manager):
 - Tour Leader training event
 - Tour Leader Summit event
 - End of Season event
 - Support Tour Leaders on and off season to continually improve their tour leading skills.
 - Foster community through the TL Facebook group, with the support of our Social Media Coordinator.



- Coach new tour leaders on select tours and lead a few tours per year.
- Assist Director of Tours with tour briefings and debriefings.
- Maintain training materials such as the Tour Leader Manual, videos, documents, etc.
- Track and maintain performance management records for all tour leaders for ExperiencePlus!
- Manage Tour Leader customer service and quality issues.
- Evaluate, manage, communicate, and monitor execution of on-tour protocols and company policies for Tour Leaders
- **Assignments and Logistics**
 - Schedule Tour Leaders on departures throughout the season as the departure calendar fills in.
 - Problem-solve, in collaboration with production team, when staffing challenges occur.
 - Coordinate with Director of Tours and Tour Managers pre- and post-tour travel needs.
 - Assist with scheduling scouting, based on company needs and Tour Leaders' experience.
- **Payroll/Administrative**
 - Advise and work with Director of Tours and Owners to manage and set Tour Leading rates.
 - Coordinate with administrative offices to ensure proper contracts and payments to Tour Leaders and invoicing procedures.

This Job Description is to be used as a guide for accomplishing organizational objectives. The description incorporates the most typical duties performed and covers only the primary functions and responsibilities of the position. It is recognized that other related duties not specifically mentioned may also be performed. The inclusion of those duties would not alter the overall evaluation of this position.

Pre-requisites

- EU resident or working permit
- English fluency
- Minimum of five years adventure tourism related experience
- Experience managing teams or people and/or with creating and implementing training programs
- Experience as tour leader (bicycle tour leader preferred)

Personal Profile

- **Qualities and values:** Fun and friendly • Energetic and enthusiastic • Passionate about customer care • Interested in active travel and cycling • Excellent communication skills • Sociable team worker
- **Skills and knowledge:** • IT literate • Confident and friendly phone manner • Ability to assimilate new processes • Able to work with a range of partners in different countries and cultures
- **Key competencies** • Attention to detail • Management of time and resources • Initiative • Influencing • Empathy • Flexibility • Resilience under pressure • Problem solving • Self-starter • Skilled decision making

Terms and Conditions:

- Salary ranges from 2800-3500 EUR per month for full-time work, commensurate with experience.
- All administrative expenses such as phone, computer and internet are the responsibility of the Tour Leader Manager, unless working from the office in Faenza.
- The Tour Leader Manager will be provided with a Microsoft Office 365 license and a company email address.

