

ExperiencePlus! Tour Leader Job Description

Introduction

Join a young and dynamic team of travel and bicycle enthusiasts. We are seeking fun, energetic employees with a knack for customer service and hard work! ExperiencePlus! Bicycle Tours provides travelers unique cycling and cultural experiences across Europe and South America. Founded in 1972, this family-owned business ran the first cycling tour across Italy and has since grown to provide unforgettable experiences for travelers across the globe. While cycling is a key component of our tours, we are passionate about helping our customers explore local cultures. Learn more about us at www.experienceplus.com.

Summary

ExperiencePlus! seeks tour leaders for bicycle tours in Spain, Germany, and Austria. Applicants will need to be bicultural and bilingual (in English and Spanish or German). Tour leaders are the face of our company and need to love sharing/interpreting culture and anticipating customers' needs in advance of requests. Leadership skills as well as the ability to work as a team with your fellow tour leaders is key to the success of our tours and unparalleled customer service. Above all we seek individuals with a passion to cycling and sharing their local knowledge with customers.

Primary Responsibilities

- Serving as a gracious host to ExperiencePlus! customers and responding to their needs 24 hours a day.
- Helping customers understand the local culture, history, politics, society, and landscape.
- Creating a friendly rapport with customers by answering questions and sharing your personal experiences and knowledge.
- Working efficiently and cooperatively as a team member with other tour leaders.

Skill Requirements

- Fluency in English and the language of the host country.
- A positive, relaxed attitude and courteous, customer service orientation.
- Willingness to take initiative and assume both leader and follower roles in a team environment.



- Positive working relationships and understanding of team dynamics with all staff/team members.
- High level of professional self-sufficiency and independence.
- Sound decision-making and problem-solving ability.
- Ability to engage customers in safe practices in a sophisticated manner.
- Clear, articulate communicator.
- Organized and detail oriented.
- Ability or willingness to learn to do the following: install pedals, adjust a seat, change stem, install bar ends, apply handlebar tape, fix a flat tire, adjust front and rear derailleur (indexing adjustment), and minor brake adjustment (pad centering and tensioning).
- Ability to drive a stick shift van. A valid driver's license is required.

Physical Requirements

- Good physical condition.
- Ability to comfortably complete a bicycling tour on terrain ranging from easy to challenging.
- Handling 20-30 pieces of luggage, weighing 20-40 lbs., every day for up to 15 consecutive days.

Education and Experience Requirements

- College degree desired (higher degree preferred)
- Familiarity with customs and culture of host country.
- Work experience in the country you will be touring.
- Three to five years of experience in a customer service related area.
- Current CPR and First Aid certification.

Tour Leader Job Description Addendum:

We would like to emphasize three key factors that have played a major role in our experience with hiring, training, and working with tour leaders: customer service, customer relations, and

teamwork. Since 90% of our customers are American, we work according to a typically American perspective of customer service. This view can significantly change from one culture to the next. Therefore, it is important for us to find tour leaders that have a good understanding of the relationship between a company and its customer from an American point of view. The ability of a tour leader to “connect” with a customer and create a friendly rapport with that person is vital to the success of a tour. We are looking for tour leaders who truly enjoy interacting with other people and are able to keep a positive attitude even after a long, hard day of work.

The final key element to a great tour leader is teamwork. When tour leaders work well as a team, it makes the whole trip enjoyable for everyone. Things run more smoothly. The tour leaders are less fatigued and have more opportunities to benefit from the time they spend with customers. For this, it is essential that we find tour leaders who communicate well and understand the importance of mutual respect. They should be able to assume comfortably both leader and follower roles in a team environment.

We expect the highest ethical standards from our tour leaders yet have found it necessary to require that tour leaders respect the following rules of behavior:

- Staff are expected to make no amorous or romantic advances of any sort toward customers whether or not such advances are solicited.

Staff who may have to drive are not to drink alcohol REGARDLESS of the cultural attitudes prevailing in the host country. This means no alcohol at lunch for anyone who may drive the van during the day and no alcohol at dinner for the designated staff driver