



EXPERIENCEPLUS!
BICYCLE TOURS SINCE 1972

ExperiencePlus! Bicycle Tour Leader Job Description

Summary

ExperiencePlus! seeks tour leaders for bicycle tours through Europe.

For the 2024 season we are looking especially for people to lead trips in:

- Italy
- France
- Slovenia
- Germany
- Belgium and Holland
- Spain

Applicants will need to be bicultural and bilingual (in English and the language of the country they guide in). 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 are key to the success of our tours and unparalleled customer service. Above all we seek individuals with a passion for 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 ([TOEFL high-intermediate level](#) or the equivalent)
- Fluency in 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, also with a bicycle trailer attached.
- 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 or more (in case of long distance expeditions).

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
- 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 people 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.

Compensation, legal stuff & benefits

Experience Plus! offers the opportunity to work in a dynamic, fun environment, giving you the chance to develop exceptional leadership, teamwork, and customer service skills. Sharing and discovering the rich cultural heritage of your country, and work outdoors.

The amount of work varies from a couple weeks to a few months. The number of departures you are given is based on demand, your personal availability, seniority, customer evaluations and team member feedback.

Legal information

- To be hired for our European tours, you must be legally authorized to work in the EU.
- Tour leaders work as independent contractors for Experience Plus!
- We are looking for qualified guides with regular guiding licenses, or people in the process of obtaining such licenses.
- As a TL you are responsible for taking care of:
 - Taxes, social security and any other legal obligations of your country of residence;
 - AND/ OR health insurance, worker's compensation or any other kind of insurance you would like.
- You need to have a regular freelance ID (P.IVA, TIN or equivalent).
- You need to hold a valid First Aid certificate not older than 2 years.

Compensation

Daily on-tour-rates: €100 – 170 base pay.

Gratuities generally add €70-100+ euros a day to that daily pay rate. Additional opportunities also are available seasonally.

- **Entry level pay** is based on experience and previous training/certificates.
- **Experienced TL pay** is based on seniority and feedback, both from customers and colleagues.

Your total pay rate depends on three things: your experience, your performance, and your capacity to grow as a tour leader.



This includes adhering to ExperiencePlus! values, policies and procedures and your participation in the ExperiencePlus! Community. Each year we will consider reasonable increases based on this. We don't bean-count on performance indicators but instead keep a holistic approach on TLs' development.

Allowances

In general, breakfasts, some lunches and most dinners are provided on tour. For the meals that are not taken with customers and for travel days, TLs receive per diems (rates depending on countries travelled), to cover the costs for an average meal in these countries.

Community and training events

At the beginning of the season all tour leaders who do more than 3 tours are invited to a four to five-day TL summit in Italy where TLs have the chance to meet their fellow TLs, build community, eat pizza, brainstorm improvements, be introduced to new policies, get an outlook on the upcoming season, and are given space for their personal and professional growth.

At the end of the season those TLs that have guided 2 or more tours are invited to the End of Season event in changing destination, where we debrief and celebrate the closure of the season in Europe.

Hiring, Training and Coaching

New TLs have the opportunity to participate in an intensive and fun one week Hiring / Training Event. You will be trained in general guiding skills such as:

- Navigation
- Marking
- Bike mechanics, etc.

Tour Leader skills include:

- Public speaking
- Applying safety policies and procedures
- Delivering our formal speeches (safety talk, orientation talk, briefings etc.)
- Interpretation techniques for guiding.

You will also learn how to help our customers connect with locals and history, creating meaningful experiences along the roads that we cycle.

Career opportunities

From the regular TL-position, you can move up to the position of Head Tour Leader, where you carry more responsibility and lead the team of TLs. Further development opportunities such as TL Coach, Tour Developer, Tour Manager, and Expedition Manager are open for those capable and willing.