

Job Specification for Tour Leader & Tour Drivers

Applicants must be confident with strong communication skills, including the ability to simply listen. You must be able to work individually and as part of a team to deal with groups of all ages and backgrounds. You will have a good understanding of a country's culture, politics and economy and display a thirst for knowledge. Enthusiasm is vital, reliability and organisational skills are a must-have. Applicants must be able to be flexible and dynamic with the talent to think on their feet. It is essential to be able to analyse situations and make informed decisions calmly.

Tour leaders must be prepared to organise travel, and on some tours meals, for LARGE groups, which is very different from doing it for yourself. As tour leader you will be responsible for listening to and wherever possible resolving sometimes constant and difficult complaints, it can be challenging but also very rewarding.

Drivers will have to ensure the vehicle and all equipment is maintained to a high standard and whilst also being approachable and prepared to help passengers with tents, kitchen equipment and different needs around the truck.

Both tour leading and driving are demanding jobs and they require you to be on the road for long periods of time. You will live out of a backpack and away from home comforts, often spending no more than two nights in one place. No day is the same, and you must be ready to always be on call for any challenge life on the road may throw at you!

You must be prepared to carry a large amount of responsibility. Your actions and performance determine how clients enjoy their adventure and the feedback received. Positive tour leaders and drivers make for positive tours, so it is you who can make or break a client's travel experiences.

We require a minimum commitment of 50 tour weeks which on average is about 18 months unless for Europe where you must commit to the full season.

You must be able to provide at least two recent references from previous places of employment and by doing so, give their consent for reference verification with these companies and other industry colleagues

Preference will be given to applications

- Applicants who have previously travelled to any of the destinations we operate tours in and/or have participated in group travel
- Applicants with prior travel industry and customer service experience

Both job roles will require applicants to have the following

- ★ For working in Latin America, Fluent in English and advanced Spanish
- ★ Valid passport with a minimum of 20 free pages and all the necessary visas to cross borders
- ★ For working in Europe, an EU passport is preferable

Requirements for Tour Leaders

In general there is no formal qualification required. Tour leading is more about being able to manage a wide range of people and circumstances, whilst exhibiting a high degree of common sense, empathy and personal composure at all times.

- ★ Display knowledge of the history, culture, geography and current affairs of each country you will be travelling through, and a desire to continue learning

- ★ Show good management and liaison skills with clients and suppliers, ie: hotels, restaurants, tour operators, local guides and officials
- ★ Ability to manage company and client funds and have previous budgeting experience
- ★ Be in good physical condition. Both physically and mentally you must be able to cope with long travel days and adventure activities such as hiking, camping and other active excursions
- ★ Excellent timekeeping and forward planning skills
- ★ Be responsible, calm, decisive, with the ability to work well under pressure
- ★ For some tours in Africa and Latin America it is necessary to have the ability to plan & budget menus, purchase food and supervise preparation of meals
- ★ Experience of keeping accounts, working to budgets and managing large sums of money
- ★ Be prepared to write daily reports to the office and take notes to keep tour information updated
- ★ Experience of using online spreadsheets and inputting data. This is vital for accounts and tour documentation.
- ★ Experience and confidence managing large groups of people
- ★ Have interpersonal skills and be able to interact with individuals from all backgrounds

Requirements for Tour Drivers

- ★ International Driving Licence and HGV licence
- ★ Good mechanical knowledge, with the ability to repair and maintain vehicles to a very high standard, both internally and externally, with a very high regard to safety
- ★ Over the age of 25 with the appropriate licences
- ★ Ideally previous driving experience of at least 2 - 3 years
- ★ Maintenance of all on board tour equipment ie: tents, and all associated camping equipment
- ★ Responsibility for keeping all vehicle documentation current, ie: necessary permits, insurance carnet etc
- ★ Be able to drive in many varied types of conditions, ie: good bitumen roads, gravel roads, dirt roads, sand and, mud (also be able to read and understand maps and route notes)
- ★ Keep accurate records of maintenance and all monies spent
- ★ Work as a part of a team and assist the tour leader wherever possible
- ★ Keep to a schedule
- ★ Be flexible and adaptable to work on a combination of Adventure and Overland tours
- ★ Write daily reports to the office and take notes to keep tour information and route notes updated.
- ★ Able to interact with passengers and provide assistance to them when needed
- ★ Able to work as part of a small team

