

Full Job Description

Cycle Europe Bicycle Tour Leaders and Local Guides

Summary

Cycle Europe seeks tour leaders for bicycle tours in:

- Italy
- France
- Germany

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 fellow tour leaders and the back-office staff is key to the success of our tours and 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 Cycle Europe 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 and our back-office staff.

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 15-23 kgs, 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 our customers explore foreign countries, we deal with culturally differing expectations and perspectives of customer service. Therefore, it is important for us to find tour leaders that can build the bridge between the guests and the host country and manage the expectations of the customers.

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 can 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

BikesPlus!/ Cycle Europe/ Pedaliamo in Italia 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 stuff

- To be hired for our tours, you must be legally authorized to work in the EU.
- Tour leaders work as independent contractors for Cycle Europe
- 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 hold a valid First Aid certificate not older than 2 years

Compensation

Daily on-tour-rates:

- **Entry level pay** is based on experience and previous training/certificates: 110€ – 130€
- **Experienced TL pay** 130€ - 170€

Daily off-tour-rates: approx. 75% of a daily on-tour-rate

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

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.