

Full Job Description

Van driver position: delivery & support customers on tour

Summary

Cycle Europe seeks van driver for bicycle tours in based in Faenza, Italy.

Applicants will need to speak Italian and basic English. As a member of our staff, you are the face of our company and need to love sharing knowledge 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.

Primary Responsibilities

- Driving a minivan for Cycle Europe customers and responding to their needs 24 hours a day.
- Deliver luggage from hotel to hotel.
- Support customers along the ride and be ready for some bike mechanic
- Working efficiently and cooperatively as a team member with other tour leaders and our back-office staff.

Skill Requirements

- Ability to drive a stick shift van. A valid driver's license is required.
- Basic 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.
- 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).

Physical Requirements

- Good physical condition
- 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)
- 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.

Compensation, legal stuff & benefits

Cycle Europe 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.

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.
- Will offer you a coherent salary depending on the contract or work relationship we decide to apply for this specific case.

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.