

DESCRIPTION OF SERVICES

SERVICE PROVIDER: Group Tour Leader
LOCATION: Services delivered throughout Mexico & Central America
CONTACT PERSON: Operations Manager

WHO WE ARE:

PEAK Destination Management Company (DMC) is the world's largest adventure travel company operating amazing journeys for Intrepid Travel, Peregrine Adventures, Geckos, and many more.

PEAK DMC will commence operations in Central America from 1st January 2018, operating across 8 countries. In preparation for our launch, we are inviting expressions of interest from individuals wishing to become service providers for PEAK Central America as Group Leaders.

Within Mexico and Central America, our tours are delivered by independent Group Leaders.

DESCRIPTION:

Group tour leaders ensure the successful operation of each trip operated by PEAK Central America, with a particular emphasis on the health, safety, and overall experience of the travellers.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

To be eligible to be contracted as an independent Group Leader, you should have (or be able to rapidly obtain) the following:

- Valid first aid certificate.
- Experience working with and developing rapport with a broad range of individuals and groups.
- Customer service experience.
- Experience travelling in Central America and/or Mexico.
- Formal tour guide qualifications or licences are not essential but are preferred.
- At least basic computer skills, including email, Microsoft Word, and Excel.
- Excellent communication skills, both written and spoken, in Spanish and English.

ADDITIONAL STANDARDS:

- Knowledge of Intrepid Group style of travel and/or trips would be an advantage.
- A commitment to exceeding customer expectations.
- Passion for travel.
- Experience budgeting and handling money.
- An ability to communicate with and relate to people from differing cultures and backgrounds.
- To be sufficiently physically fit and healthy to deliver successful trips in occasionally mentally and physically challenging conditions.
- A willingness to work flexible hours in accordance to the group's needs.
- An understanding of and belief in the Intrepid Group's Responsible Travel philosophy.
- A sense of humour and a smile!

AVAILABILITY:

- To be able to travel within Central America & Mexico as required.
- To be on call via mobile phone when on trip.

OUTLINE OF REQUIREMENTS:

A thorough understanding of and passion for PEAK's style of travel, including the styles of our different brands.

- Knowledge of product, suppliers, destinations, and the travel industry in Mexico (with broader knowledge of the wider Central America region highly desirable).
- Experience in managing people and teams (management training and/or qualifications advantageous).
- Experience in reservations processes and systems, contracting, negotiation, and product development.
- Outstanding organizational skills, attention to detail, and ability to delegate.
- Excellent written and spoken communication skills in both Spanish and English.

OTHER SKILLS AND ATTRIBUTES:

- *Passenger Satisfaction* – measured by average enjoyment ratings from passenger feedback data.
 - Day-to-day leading in an organised and professional manner.
 - Regular briefings with travellers.
 - Increase local knowledge through researching in books, online, and through interaction with suppliers and communities we visit, and share with travellers.
 - Research and create/update leader information, trip and supplier notes.
 - Assist travellers when problems arise.
 - Take into account the needs of individuals and the group.

- *Budgets* – measured by reports from accounts department on trip profitability and leader performance.
 - Provide accurate, emailed accounts within two days of finishing a trip, or as requested by the Accounts Department.
 - Keep up-to-date with recent costings and provide information to the office.

- *Quality Control and Adherence to PEAK Itineraries, Policies, Guidelines, and Company Values* – measured by trip feedback, responsible travel ratings; no complaint letters from customers or agents; no avoidable incidents arising during trips.
 - Aware of current PEAK policy, guidelines, and brand requirements relevant to leading, and act within these at all times.
 - Ensure the safety and well-being of travellers by leading trips in accordance with PEAK safety policy, and taking preventative measures to ensure the safety of group members.
 - To run the trip itinerary as specified and provide all inclusions as detailed in the client itinerary or trip notes.
 - To uphold and promote responsible travel practices and adherence to Company Values by acting as a role model for other leaders and travellers and by demonstrating respect for local people, cultures, customs and environments.
 - Initiating or participating in responsible travel projects.
 - Facilitating interaction between local communities and travellers.
 - Ensuring group members adhere to PEAK Policy and Guidelines where relevant and act upon behaviour that contravenes this.
 - Safety incidents or breaches of policy or core values reported immediately.

- *Administration* – measured by feedback from relevant parties/departments.
 - Administrative and financial information provided in a thorough and timely manner including passenger insurance details, bookings, trip reports, trip fund finalisation etc.
 - PEAK office, management, and fellow leaders communicated with regularly and in a timely manner.