



Updated 15 April 2009

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME: **REPORTING TO:** Operations Manager (OM)
POSITION TITLE: Group Leader **DIRECT REPORTS:** nil
DEPARTMENT: Operations **LOCATION:** Europe

POSITION PURPOSE:

To ensure the overall successful operation of each trip as detailed by Intrepid management with particular reference to the health, safety and enjoyment of the group members.

QUALIFICATIONS AND EXPERIENCE

- Senior First Aid Certificate (must be completed prior to commencement).
- Experience working with, and developing rapport with, a broad range of individuals and groups.
- Customer Service Experience
- Basic computer skills including email, Word and Excel.
- Travel experience within the region to be employed

OTHER SKILLS AND ATTRIBUTES

- An understanding of and commitment to Intrepids' Responsible Travel philosophy.
- High standards of customer service
- Leadership skills
- Passion for travel in the Intrepid style
- Ability to work independently and problem solve
- Excellent organizational skills
- Experience in budgeting and handling large sums of money
- Competency in local language & English
- An ability to communicate with people from varied cultures and backgrounds
- To be physically fit and healthy to withstand the combination of long hours, and often mentally and physically challenging conditions
- Sense of humor

OTHER REQUIREMENTS

- EU passport
- At least 2 European languages
- Travel experience within Europe

Annual Operational Accountabilities	Benchmark Measure
<p>To consistently deliver a high level of Customer Service and Passenger Satisfaction.</p> <ul style="list-style-type: none"> • Day to day leading in an organized and professional manner. • To provide regular briefings to passengers. • To continually update and increase local knowledge of region/s by actively researching information in books, magazines, internet and interaction with local communities. • To research and produce articles and interest sheets to add to the Intrepid Leaders Website "data bank". • Actively assist travelers when problems occur. • Take into account needs of individuals as well as the group. 	<p>Passenger feedback</p>
<p>To run all trips to Budget in accordance with Intrepid accounting procedures.</p> <ul style="list-style-type: none"> • Provide accurate emailed accounts within 2 days of a trip finishing. • Keep up to date with most recent costings. • Keep additional costs, (eg; office) to a minimum where possible. 	<p>Monthly report from accounts dept.</p>

<p>To run trips in adherence to Intrepid Itineraries, Policies & Guidelines and company values</p> <ul style="list-style-type: none"> • To be aware of current Intrepid Policy and Guidelines relevant to leading and to act within these at all times. • To ensure the safety and well being of Intrepid travelers by leading trips in accordance with Intrepids' Safety policy. • Be mindful of the safety of travelers at all times and to take preventative measures to ensure your own safety as well as that of your group members. • To run the trip in accordance with the itinerary as specified • To uphold and promote Responsible Travel practices and adherence to Company Values by acting as a role model to other leaders and travelers by demonstrating respect for local people, customs and environments. • Initiating and/or participating in RT projects. • To facilitate interaction with local communities by initiating activities that bring travelers into contact with local communities, eg; market visits • To ensure group members also adhere to Intrepid Policy and Guidelines wherever relevant and to act upon behavior that contravene these. 	<p>Passenger feedback and reporting from RT Co-ordinator, OM, Sales Staff, etc. Complaint letters from travelers and agents. No of incidents resulting from trips led.</p>
<p>To carry out administrative requirements in a thorough and timely manner.</p> <ul style="list-style-type: none"> • Administrative requirements include; loading passenger insurance and next of kin details onto the web, bookings, trip reports, etc., • To communicate with Intrepid Office staff, management and fellow leaders in a regular and timely manner. • To report any safety incidents to management immediately. 	<p>OM reports and reviews – feedback from associated departments eg; accounts.</p>