



Updated 15 April 2009

**JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES**

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

**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**

- Chinese National Guiding license
- 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

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

<ul style="list-style-type: none"> <li>• To ensure the safety and well being of Intrepid travelers by leading trips in accordance with Intrepids' Safety policy.</li> <li>• 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.</li> <li>• To run the trip in accordance with the itinerary as specified</li> <li>• 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.</li> <li>• Initiating and/or participating in RT projects.</li> <li>• To facilitate interaction with local communities by initiating activities that bring travelers into contact with local communities, eg; market visits</li> <li>• To ensure group members also adhere to Intrepid Policy and Guidelines wherever relevant and to act upon behavior that contravene these.</li> </ul>	
<p>To carry out administrative requirements in a thorough and timely manner.</p> <ul style="list-style-type: none"> <li>• Administrative requirements include; loading passenger insurance and next of kin details onto the web, bookings, trip reports, etc.,</li> <li>• To communicate with Intrepid Office staff, management and fellow leaders in a regular and timely manner.</li> <li>• To report any safety incidents to management immediately.</li> </ul>	<p>OM reports and reviews – feedback from associated departments eg; accounts.</p>