



Effective for: 2010

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME:		REPORTING TO:	Deputy Operations Manager (DOM)
POSITION TITLE:	Group Leader	DIRECT REPORTS:	none
DEPARTMENT:	Operations	LOCATION:	North America

POSITION PURPOSE:

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

QUALIFICATIONS AND EXPERIENCE

- High standard of customer service
- Leadership skills
- Excellent organizational and logistical skills
- Experience working and developing rapport with a broad range of individuals and groups.
- Excellent driving and safety record
- Ability to drive 15 passenger van and trailer (training will be provided)

OTHER SKILLS AND ATTRIBUTES

- Ability to safely and successfully operate a multi week camping/lodging road trips in various regions of North America
- To be able to thrive in combination of long hours and both physically and mentally challenging conditions
- Ability to work independently and problem solve
- Passion for travel in the Intrepid style and an understanding of and commitment to Intrepid's Responsible Travel philosophy
- Competency in English
- An ability to communicate with people from varied cultures and backgrounds
- Travel experience within the region to be employed
- Map reading skills and a good sense of direction
- California Commercial Drivers' license, First Aid Certificate, Passing of DMV physical and Pre-Employment drug and alcohol test (all must be completed prior to commencement, see application for more info)
- Sense of humor

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>Reports 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 DOM, Reservations 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>DOM reports and reviews – feedback from associated departments eg; accounts.</p>