



JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME: **REPORTING TO:** Recruitment and Training Manager
POSITION TITLE: Group Leader **DIRECT REPORTS:** N/A
DEPARTMENT: Operations **LOCATION:** North America

POSITION PURPOSE:

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

QUALIFICATIONS AND EXPERIENCE

- Outstanding driving and safety record
- Customer Service experience
- Passion for travel domestically as well as internationally
- Excellent organizational and logistical skills
- Experience working and developing rapport with a broad range of individuals and groups
- Basic computer skills including email, word and excel

OTHER SKILLS AND ATTRIBUTES

- Ability to safely and successfully operate multi week camping/lodging road trips in various regions of North America
- Physically fit and healthy to withstand the combination of long hours, and often mentally and physically challenging conditions
- Capability to work independently and problem solve
- Passion for travel in the PEAK style and an understanding of and commitment to PEAK's Responsible Travel philosophy
- Excellent English language skills
- Ability to communicate with people from varied cultures and backgrounds
- Travel experience within North America
- Map reading skills and a good sense of direction
- Sense of humor

OTHER REQUIREMENTS

- Consent to Pre-Employment and random drug and alcohol testing
- Acquire First Aid and CPR Certificates (must be completed prior to commencement)
- Possess current passport
- Consent for a criminal background check and DOT medical exam
- Ability to obtain a Commercial Driver's License with the aim of driving a 15 passenger vehicle (training will be provided)

Annual Operational Accountabilities	Benchmark Measure
To consistently deliver a high level of Customer Service and Passenger Satisfaction.	Passenger Feedback.
To run all trips to Budget in accordance with accounting procedures.	Reports from accounts department.
To run trips in adherence to Trip Itineraries Guidelines, Policies and Company Values.	Passenger feedback and reporting from RT Coordinator, OM, Sales staff, etc. Correspondence from travellers and agents. No incidents resulting from trips led.
To carry out administrative requirements in a thorough and timely manner.	Manager's reports and reviews - feedback from associated departments e.g.; accounts.

PEAK Adventure Travel North America

Operator for TrekAmerica, Intrepid Travel, Grand American Adventures and other PEAK Adventure companies

