



## **JOB DESCRIPTION**

### **Miami Guide & Team Leader**

#### **Company Background**

North America Tour Hub (“NATH”) is a fast growing, high energy and fun place to work. The company provides a wide range of tours in 9 cities around the USA, focused on the Urban Adventures brand, which provides public and private walking, food and drink, and out-of-town tours. The company was established almost two years ago, and many of the destinations within its remit have been operating for 10 years. The city operators are all important, unique and pace setting tour providers, well respected by their peers and those who market the cities within the region and around the world.

The current group of companies provide tours in Miami, Washington DC, Philadelphia, New York, Boston, Chicago, Denver, Las Vegas and New Orleans. It is expected that further city locations will be added over the coming months and years.

The companies are looking for a Team and Tour Manager, working locally to build and develop the guide team and the tour products in Miami, and to work with members of the local and centrally located staff.

#### **Experience:**

No prior direct experience is necessary; however the successful candidate has an outgoing personality, will find it easy to socialize and relate to people of all kinds, and may have some experience talking in front of groups. He or she will have a deep-rooted knowledge of and passion for the city, an eye for creativity, and a love for travel. Some experience in a leadership role will be a positive attribute.

#### **The Role:**

Tasks include:

##### **Leading Tours**

- Ensuring the tour experience for the guest delivers the Best. Day. Ever.
- Arriving early and wearing branded gear.
- Provide hand-out cards at the end – upsell and promote other destinations

##### **Building and Leading a Team of Guides**

- Recruiting and hiring guides
- Training new guides
- Continuing education of the guide team
- Social engagement with the guide team
- Ensure that guides are maintaining tour specific costs within budget

##### **Private Tours**

- Coordinate with Guest Experience Manager to coordinate on private tour sales proposals



Coordinate with central product and marketing team to deliver content and local knowledge for items such as blog postings, photo creation etc

#### Monthly Scheduling

- Assist the Guest Experience Manager to obtain guide availability to establish and maintain the monthly guide schedule

Responsible to work with NATH General Manager and the guide team to develop and review tour itinerary, development and updates as needed

- Join-In, Public Tours
- Private Tours
- Pop-Up Tours

#### Developing Tour Route Partners

- Maintain tour partners as the product develops and establish accounts wherever necessary
- Maintain a good working relationship with our tour partners and make sure their needs are met
- Create a mutually beneficial relationship between UA / Guides, tour partners, and pax.

In addition, and especially as the company and location grows, there is a need to show initiative in developing new and best-practices and ideas for how to attract travelers to our tours. Because of the nature of the company and its current pace, it is likely that other tasks will be added over time.

#### Compensation and hours

This is an opportunity to work in a fun, fast-moving, and collaborative work-place, with people who are passionate about travel, their cities, and providing visitors with a unique and life-changing experience. We want someone with passion to join the team in this role, and will provide that person with support and a great learning environment.

The role is a part-time one, which could grow in hours as agreed with the candidate and as the success of the tours and the location dictate.

Compensation will include:

- A monthly stipend of \$400 (based on an average of 30 hours per month, exclusive of guide hours)
- An hourly guide rate of \$20 for public tours and \$30 for private tours
- Gratuities
- A bonus of \$10 per 5-star review
- Travel and attendance at the annual, regional guide conference

#### Your application



Applicants must provide the following with their initial response:

- A full resume of their experience
- A statement about any days or hours that they can't be available (for example, if they have other work commitments)
- The best trip or vacation they ever had

Any applicants that do not include all of these items will not get a response, all others will!

Please send your applications directly to [jason@phillytourhub.com](mailto:jason@phillytourhub.com).