



Job Title:	Tour Host	Job Category:	Non-Exempt
Department/Group:	Tours	Reports To:	Director of Tours
Location:	Tour Office-Burlington, IA/Traveling the Country	Travel Required:	100%
Position(s) Supervised:	None	Position Type:	Part-Time, as needed

### Summary

Host individuals or groups on tours or through places of interest, such as industrial establishments, public buildings, and art galleries.

### Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

### Essential Functions

- Coordinate and attend a pre-departure meeting at the Tour Office to review host notes, collect essential bags, door prizes, host cell phone, etc. to be fully prepared for departing Tour.
- Loading and unloading tour supplies on the motorcoach.
- Assist passengers with loading, unloading, and general questions.
- Onboard service, to include serving drinks and snacks up and down the aisle of a moving motorcoach. Must replenish as necessary.
- Describe tour points of interest to group members and respond to questions.
- Lead individuals or groups on cruises, sightseeing tours, or through places of interest such as industrial establishments, public buildings, and art galleries.
- Monitor traveler activities to ensure compliance with establishment or tour regulations and safety practices.
- Provide directions and other pertinent information to travelers.
- Greet and register customers and issue any required identification badges or safety devices.
- Distribute brochures, show audiovisual presentations, and explain establishment processes and operations at tour sites.
- Research various topics, including site history, environmental conditions, and client's skills and abilities to plan appropriate instruction commentary.
- Assemble and check the required supplies and equipment prior to departure.
- Provide for the physical safety of groups, performing such activities as providing first aid and assisting with emergency evacuations.
- Accompany group on all tour tasks. May require fast-paced walking and long-distance walking.
- Take and provide to the tour office photographs during the tour to be used for social media and advertising purposes daily.
- In the event of an emergency, a tour host must be able to push open the emergency exits on the motorcoach; including the roof-top hatch and the emergency windows.
- Coordinate and attend post-tour meeting at the tour office to discuss the tour and review comment sheets, return host book and any left-over supplies.
- Other duties as assigned.



**Position Qualifications and Preferred Skills**

- Outstanding customer service skills
- Excellent written and verbal communication skills, to include public speaking and the ability to give clear and concise direction.
- Exceptional organizational skills.
- Ability to research destination locations and routes to give historical or interesting information on the locations while traveling.
- Experience with international travel, preferred.

**Physical Demands**

**Definitions:**

N (not applicable)	Activity is not applicable to this position
O (occasionally)	Position requires this activity up to 33% of the time (0-2.5+ hours/day)
F (frequently)	Position requires this activity from 33%-66% of the time (2.5-5.5+ hours/day)
C (constantly)	Position requires this activity more than 66% of the time (5.5+ hours/day)

• Stand	C	<b>Lift/Carry</b>	
• Walk	F	10 lbs. or less	F
• Sit	O	11 – 20 lbs.	F
• Manually Manipulate	O	21 – 50 lbs.	F
• Reach Outward	O	21 – 100 lbs.	O
• Reach Above Shoulder	O	Over 100 lbs.	O
• Climb	O		
• Crawl	O	<b>Push/Pull</b>	
• Squat or Kneel	O	12lbs. or less	F
• Bend	O	13 – 25 lbs.	O
• Grasp	O	26 – 40 lbs.	O
• Speak	C	41 – 100 lbs.	O

**Equal Employment Opportunity**

Burlington Trailways is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on and legally-recognized basis, including, but to limited to: veteran status, uniformed servicemember status, race, color, religion, sex, pregnancy (including childbirth, lactation, or related medical conditions) age (40 and over), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state, or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and coworkers.

**Additional Notes**

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

**Agreed to and understood:**



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Signature

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Date