

JOB DESCRIPTION

Position Title: Trip Leader (English)

Location: Mumbai, Delhi, Bangalore

Work/Travel Days: 225 days annually

Rest days: 140 days annually

Salary: To be advised

JOB DESCRIPTION

As a Metanoia Expeditions Group Leader you will be required to accompany group members on our tours through Asia, Africa & Europe. You will ultimately be responsible for ensuring that each and every group member has the time of their lives while going over and above to make sure they are comfortable, safe, and happy. You will become everyone's best friend in the group, be in charge of entertaining, coordinating, guiding, and making sure things go smoothly!

- You will also continually communicate with the group - managing their expectations and ensuring they are aware of the day-to-day plans, activities, and movements.
- At Metanoia Expeditions being a travel ninja is 24/7. We want our leaders to enjoy hanging with the groups in the evenings - showing them the best nightlife and taking them to the best restaurants in the evenings that cater to everyone's needs.
- You will be taking part in a number of activities including snorkelling, city tours, viewpoint hikes, boat trips, and a myriad of other things, so you must be reasonably active and not scared to get involved with the activities.
- There are some admin elements to the job such as coordinating with local partners & drivers, keeping track of expenses, sending welcome emails prior to the trip, staying in contact with groups, engaging on social media, and getting in reviews after the tour (a super important part of the job!)
- Generally helping to promote Metanoia Expeditions and its products through social media

A Group Leader's role requires a lot of energy and enthusiasm. You will be required to work abroad independently and fly frequently back and forth.

The position is full time and includes working irregular hours of evening work and weekends. You will be travelling/working up to 210 days a year and You must be available for at least 2 years. No previous Group Leading experience is necessary, although would be beneficial, and you will receive full training.

REQUIREMENTS

You must...

- Speak English and Hindi fluently and be able to converse easily in both languages.
- Have travel experience abroad
- Enjoy meeting people, be outgoing, energetic and responsible. This role requires a huge amount of energy and can be very tiring at times.
- Be confident enough to lead a group of up to 20-25 people and communicate with them effectively.
- Be confident and capable enough to handle the health and safety of your group in, at times, an extremely unpredictable environment and be able to respond accordingly if things go wrong.
- Be thorough, accurate and timely with all your admin duties.
- Be outgoing and personable with an enthusiastic attitude and be able to relate to and get along with people from all different walks of life, ages and mindsets.

IMPORTANT: Please read the following BEFORE applying for this job.

Being an Metanoia Expeditions Group leader is an awesome opportunity where you will have unforgettable experiences and make friends and memories to last a lifetime!

However, it will most definitely be a lot harder than you are imagining and there can be downsides to the role which you must be aware of and fully understand and consider before applying;

- You are not on holiday, your group members are. It is your primary responsibility to make sure their trip is safe, enjoyable and runs as smoothly as possible. You should not apply for the Group Leader role if your sole reason is because you want to travel.
- You are there to give EVERY single group member the best experience possible. If you can only give that experience to 80% of your Group, then please reconsider your application.
- People in your group may get sick, suffer culture shock, become emotional, complain a lot or even take a personal dislike to you. You may not get along with particular people. However, you are still expected to do a great job and provide excellent service to your entire group regardless of any of the above.
- While we make every effort to support you in whatever way we can, you will find yourself in situations where no support is possible (due to the time difference, distance, no coverage etc). You need to be confident in your decision-making skills and ability to think on your feet - and be prepared to deal with the consequences.
- Our itinerary is fixed and you will be making the same journey repeatedly, which some people might find repetitive or tiring.

- This job is all about people. You have to be comfortable spending large amounts of time, sharing and living with people of different states, ages and backgrounds.

If you fully understand the above, are serious about becoming a Group Leader and honestly feel you have what it takes then we encourage you to apply ASAP.

Thanks and good luck!

The Metanoia Expeditions Crew