



Southwest Tour & Travel

SOUTHWEST COACHES INCORPORATED | TRAVEL SOUTHWEST & GO WITH THE BEST

Motor Coach Tour Director

Southwest Tour and Travel is seeking an energetic and organized **Motor Coach Tour Director** to lead our groups on unforgettable adventures! As a Tour Director, you'll be the heart of the journey, ensuring a seamless, engaging, and enjoyable experience for our travelers.

This is a **part-time position** that allows you to combine work with the joy of travel—see exciting destinations while still having the flexibility to travel with your spouse or significant other.

Key Responsibilities

- **Itinerary Management:** Coordinate and execute the tour itinerary, including daily activities, meals, and transportation.
- **Customer Service & Support:** Serve as the main point of contact for tour participants, addressing needs, answering questions, and providing assistance.
- **Problem-Solving:** Handle unexpected challenges such as closed venues, lost reservations, or passenger emergencies.
- **Destination Engagement:** Provide engaging commentary about destinations, sharing history, facts, and local insights to enhance the guest experience.
- **Vendor Liaison:** Communicate and coordinate with local guides, drivers, and other suppliers to ensure seamless service delivery.
- **Onboard Management:** Oversee the group's movements on the motor coach, ensuring timely departures, arrivals, and smooth trip progress.

Key Skills & Qualifications

- **Exceptional Organizational Skills:** Ability to manage activities and keep a detailed itinerary on track.
- **Strong Interpersonal Skills:** Excellent communication and social abilities to build rapport with guests.
- **Flexibility & Adaptability:** Capacity to adjust to changing situations and environments.

- **Problem-Solving Expertise:** Quick, effective decision-making when unexpected issues arise.
- **Stamina & Physical Fitness:** Ability to work long hours (including evenings and weekends while traveling), walk and stand for extended periods, manage movement on a motor coach, and occasionally lift luggage.
- **Destination Knowledge:** Willingness to research and learn about destinations, including cultural and historical context.
- **Customer-Focused Attitude:** Professional, caring, and respectful approach to guest service.

James Hey

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