

Job Title: Kayak Guide – Level 1

Reports to: Senior Kayak Guide – Level 2 / 3 and Operations Manager

Supervises:

Date: 2022

Terracentric Coastal Adventures delivers world class Tours to thousands of clients each year between April – October. Located in beautiful Lund, BC Terracentric specializes in offering small group/private guided adventure tours that connect our guests to the awe-inspiring natural environment of British Columbia’s west coast. By boat, kayak and on foot (hiking) our local highly experienced guides share the stories of the region, allowing our guests to discover, witness, and learn about this place we call home. We also offer accommodations at our premium vacation home, Sunlund RV Park & Cabins, and programming at an outdoor learning facility to expand the overall experiences offered by Terracentric.

We are looking for team members who are passionate about outdoor recreation & tourism that can demonstrate a high standard of customer-focused service, satisfaction, and safety through our spectacular wilderness experiences.

Overall Purpose of the Job

To provide entertaining and informative day kayak tours in a safe and friendly manner that maximizes the customer experience & increase the potential for repeat business. The Kayak Guide – Level 1 is responsible for the overall quality of experience provided to the customer by them and any assistant guides.

Primary Responsibilities

- To Greet & prepare clients for their tours include pre trip briefing and client assessment
- To lead guests safely and efficiently on 3hr., 6hr., & 8hr. day kayaking tours with a maximum of 6 clients per guide.
- Ensure risk management & safety for all guests through monitoring of marine weather conditions, guest sentiment / ability, on shore & on water group management
- To educate guests on basic sea kayak skills required for their tour as well as educating and informing guests about our local area, from human history to marine ecosystem flora and fauna
- Ensure that pre & post trip client company paperwork is completed

Secondary Responsibilities

- Assist in the preparation & cleanup of tours.
- Assist with washing and inspecting kayaks & gear before and after tours.
- Assist with other tour & launch site responsibilities as needed.

Key Results Areas

- Customer Satisfaction
- Sales and Repeat Business
- Safety & Risk Management
- Maintenance of Equipment

Qualities and Skills

- Physically fit, friendly, energetic, and capable of strenuous exercise with the ability to lift up to 80lbs.
- Strong commitment to providing quality personalized customer service
- Good organizational & leadership skills, particularly in a group management situation
- Ability to share knowledge enthusiastically and in a clear manner
- Conflict resolution skills
- Foreign language skills (especially French, German & Dutch) an asset
- Passion for & knowledge of local marine ecosystem & local history
- Understanding of cultural diversity (ex. Indigenous & other cultures)
- Ability to work in all weather conditions & understand how to gauge weather for the safety of clients
- Ability to instruct and model “Leave no trace” principles.

Qualifications

- Driver’s License
- SKGABC Level 1 (or in progress)
- Standard First Aid & CPR C - 16hrs. (Wilderness First Aid an asset)
- Restricted Operators Certificate for VHF
- Food Safe (an asset)
- Post-secondary Education in Outdoor Recreation or Tourism is preferred.

Personal Gear Requirements

- Personal waterproof logbook
- Appropriate Guide PFD with whistle & rescue knife
- Appropriate paddling clothes, footwear & dry bags for personal use.

Employee Benefits – Value Added

- An opportunity to work for a leader in the industry in a beautiful area with spectacular wildlife
- Financial Rewards –bonuses, tips
- Team based continual training with opportunities for subsidized professional certifications & growth
- Flexible Work Schedule
- FREE meals on tours where meals are provided
- First right of Refusal for second-hand equipment sales
- Discounts with retailers for gear
- Free equipment usage for employees
- Employee Discount on services
- Great Company Culture
- Family Business
- FUN!

Period of Employment & Compensation

May to October.

Very competitive salary depending on experience and qualifications.

Preference is given to those who can commit to a minimum of 2 seasons of employment.

Application Requirements

To apply, please review the following requirements and send us an email to christine@terracentricadventures.com. Please clearly identify the position applied for and include the following information:

- A current resume & cover letter detailing why you are interested in & qualified for the position.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Summary of relevant certifications, achievement dates and renewal dates
- Expected hourly rate & availability dates.