

# HOODOO ADVENTURE COMPANY LTD JOB DESCRIPTION: Adventure Guide/Instructor/Facilitator



**Position:** Adventure Guides/Instructors/Facilitators

**Reporting to:** Operations Manager

**Functional Relationships with:** Guest Experiences Manager, Operations staff, Co-Instructors, Bookings Manager, General Manager

**Primary Objective:** To ensure the efficient and effective running of group events and outdoor activities, maintaining quality and consistency in products.

**Key Tasks:** To ensure group events and outdoor activities are run safely and professionally.

## **Accountabilities:**

1. Pre-Trip Preparation: Safe loading of equipment necessary for the activity as set-out in the operations manual. Assess weather and trail conditions and communicate with Operations Manager on trip decisions.
2. Travel To Venue: Drive safely and courteously to the venue for the activity to arrive no later than 30 minutes before the client meeting time.
3. Meeting and Greeting of Clients: To meet and greet clients in a friendly and professional manner and assure the appropriate paperwork is filled in and payments confirmed.
4. During Activity:
  - To carry out the activity in conjunction with the operations manual in a safe and professional manner.
  - To maintain friendly and professional contact with the clients and ensure their needs are being met.
  - To assure the client receives information about the area as per the operations manual
  - Where multiple guides are running an activity a 'Lead Guide' will be nominated. This person must supervise and direct 'Second Guides' and be responsible for the activity as a whole.
  - The Lead Guide has the sole responsibility for the safety and overall coordination of the activity and can make any decisions that they see as necessary during the trip to ensure safety of clients/ staff.
5. Post Trip at Venue or in Field:
  - To load all equipment and farewell the clients in a friendly and professional manner.
  - Provide clients with information about other activities The Company can provide where appropriate or other activities in the area.
6. Post Trip at Base:
  - To unload, clean, and store equipment and, where applicable, log equipment usage and report any damage (unless employed to only be on activity during client contact).
  - Complete and file trip paperwork and applicable reports
7. To assist with training and development of "junior" instructors and guides where appropriate.

## **Key Outcomes:**

- All excursions are managed without any incident
- Health & Safety legal requirements are met/exceeded
- High level of customer satisfaction measured by: a) Any complaints and/or positive feedback, reviews and/or referrals b) Written incident reports and follow up.

## **Relevant Skills/Qualifications/Experience:**

- Wilderness First Aid
- Certification in one or more of the following areas: Rock Climbing, Kayaking, Canoeing, White Water/Rafting, Hiking, Mountain Biking, Cycle Touring, Leadership, Tourism and Hospitality, Adventure Based Learning, Low/High Ropes, Coaching
- Class 4 Drivers License