



## **Central Coast Outdoors Kayak Guide Job Description – 2021 – revised June**

**JOB TITLE:** Kayak Guide

**REPORTS TO:** Owner

**PURPOSE OF JOB:** To facilitate an amazing outdoors experience for each guest on the trip.

### **Primary Duties and Responsibilities:**

1. Provide support and direction for each participant on the trip, appropriate to each participant's skill/fitness level.
2. Give verbal trip orientation/safety talk.
3. Provide interpretation of natural and human history of area.
4. Maintain a safe activity environment at all times.
5. Insure Release of Liability Form is signed by all guests.
6. Carry personal First Aid kit and extra food and water.
7. Cancel/alter activities if poor weather would significantly erode guest experience or compromise safety.
8. Submit trip report at end of trip.
9. Provide feedback about quality of trips and about quality of co-workers' work.
10. All duties as necessary or assigned.

### **Required Knowledge and Ability:**

1. Excellent customer service skills.
2. Ability to work independently.
3. Strong knowledge of local flora, fauna, ecology, and history.
4. Ability to lift kayaks (up to 80 lbs) off racks at kayak docks.

### **Certifications Required (CCO will help obtain/maintain)**

1. Infant/Adult CPR.
2. Basic First Aid.
3. Sexual Harassment Training.

### **Other requirements**

1. Must be legal to work in US. Must fill out I9.

## **Guide Service Expectations**

- Friendly.
- Safety oriented.
- Professional.
- Competent in all relevant hard skills.
- Knowledgeable. Eager to share knowledge in fun and informative ways.
- 100% committed to exceptional customer service.

## **Owner's Commitment to Guides**

- My goal is to help you reach your fullest potential as a guide.

## **Pay**

- Starts at \$14.00 hour for 2021.
- Clients sometimes tip. Tips are reported.
- Paid Semimonthly.

## **Benefits**

- Pro deals with lots of companies.
- Borrowing company equipment when not in use on a tour.

## **Scheduling**

- Flexible. You will only be scheduled to work when you state you are available.
- During busy season (usually March-October and Christmas/New Years), guide availability is collected a head of time and guides are put on call for certain days and assigned to tours as reservations come in. Scheduling is normally done monthly.
- Actual work assignments may not be made until close of business the day prior to the work day. If not enough work comes in on a given day, you will be released with trip cancel pay.
- The more you are available, the more work you'll get. The fewer time restrictions on a given day that you have, the more likely you will be scheduled.
- Guides may be scheduled for two kayak trips in a given day if they are available and want the extra work. Work hours per regular kayak trips range from 3 to 4.5 hours. Private trips with lunch or dinner range from 5.5 to 6.5 hours for lead guide on the tour.
- During slow season, available work is put out to guides via email notice as reservations come in. Usually first guide to want the work gets it.

## **Training**

- Training will be tailored to previous skills.
- Part I – Paperwork, docks protocol, on water training w/John to include route review and capsize rescue with John as victim.
- Part II - shadow as many kayak trips as is deemed necessary and make sure to explore channel system at low tide. Focus on shadow trips is on watching customer service skills, guest interaction, interpretive work, and boat clean-up. Local naturalists with strong kayak skills may only need one shadow trip before being scheduled as a regular guide. Other people may need more. You can shadow as many trips as you want.
- Paid at hourly rate for Part I and for as many shadow trips as are deemed necessary by the owner (usually 1-3). Additional shadow trips are unpaid.

*Last update 6/4/21*