

Job Description

Guide III

Organization: Arkansas Valley Adventure

Primary Location: Granite Outpost

Schedule: Full-time

Target Start Date: May 14, 2010

Target End Date: Sept 6, 2010

Pay Rate: According to pay scale of river mileage and sections checked out on, + 7% end of season bonus upon completion of contract

Description:

- Must Meet all Guide I and II requirements (see below).
- Be highly competent on all sections Arkansas River.
- Maintain a highest level of professionalism and guest service at all times.
- Possess strong leadership skills in all areas of operations.
- Be adept in problem solving and conflict resolution.
- Know, adhere to and be a role model for all employees in AVA's mission, vision, values and management system.
- Be willing and able to train and supervise staff members.
- Communicate well and often with upper management.
- Assist Operations Managers with all aspects of operations as requested.
- Influence staff morale in a positive way.

Guide II description

- Be qualified as a Trip Leader; leads trips by managing guides for trip preparation as well as demonstrating a high level of control on water and especially during medical or emergency situations
- Possess competent Class III to IV raft guiding ability at all water levels.
- Demonstrate outstanding guest service and professionalism at all times to surpass guest expectations
- Acts as role model to less experienced staff by adhering to AVA policies and procedures and demonstrating AVA core values and mission.
- Perform essential AVA functions as assigned by management; works with Managers to effectively solve and problems that may arise in daily schedule.
- Be capable of performing all aspects of AVA's operations.

Guide I description:

- Successfully complete AHRA approved guide training program, AVA's Guide School or have completed certified guide school elsewhere.
- Demonstrate outstanding guest service and professionalism at all times to surpass guest expectations
- Maintain distinct understanding of the guide's integral role in creating the very best guest experience, and take responsibility for this role at all times
- Possess current First Aid and CRP certifications.
- Commit to work for entire season, May 10th to Sept 2nd, including all weekends and holidays.
- Able to work as productive and positive member of team.
- Able to work outdoors for long days in diverse weather conditions.
- Have a high physical fitness level.
- Over 18 years of age.
- Be involved in at least one department (transportation, safety, training, property, equipment) at your outpost.
- Enjoy working with a variety of people in an active environment.
- Have a well groomed presentation.
- Work positively and effectively as part of a team environment
- Adheres to AVA policies and procedures and understands AVA core values and mission.