

## **Job Description**

### **Guide II**

**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:**

- Meet all level I requirements (see below).
- 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.