

OCEAN PLANET KAYAK TOURS PTY LIMITED

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Thank you for enquiring about employment opportunities at Ocean Planet Kayak Tours (OPKT). Please find enclosed a job description and employment application for the position you are enquiring about.

OPKT offers guided kayak trips from both our 3000 acre property at Glenworth Valley which flows into the Hawkesbury River, as well as numerous locations on the Central Coast and wider a field.

Working at OPKT is both highly rewarding and at times challenging. Being outdoors, meeting happy, friendly people and working in such a magnificent environment means that there is often a lot of competition for available positions. As such we only take on the most passionate and professional of applicants.

What are we looking for

All applicants must be 18 years of age, **non smoking**, have their own transport, be able to work on weekends, be energetic and capable of strenuous physical labour. Applicants will be assessed using the list of key result areas in the job description.

Employment is on a casual or contract basis. If a permanent position becomes available, preference is normally given to casual/contract employees who may be interested. The rate of pay is by negotiation and depends upon experience and qualifications.

What to do next

Fill out the application form enclosed and return it ASAP by either email, post, fax or deliver it in person. No interviews will be conducted or further information provided on the day if you choose to deliver your application in person.

Please bear in mind that if you don't hear from us it may be because we are only looking for someone to work on specific occasions such as weekends. That said, our needs often change quiet rapidly, so please feel free to let us know you are still looking for work at OPKT by resubmitting your application every 3 – 6 months or you are more than welcome to enquire about doing some volunteer work in the meantime to improve your experience levels or demonstrate your suitability.

If your initial application is successful, we will contact you to arrange an interview.

Once again, thank you for your enquiry.

Yours faithfully,

Barton Lawler

POSITION DESCRIPTION

Company	Ocean Planet Kayak Tours
Job Title	Kayak Guide / Instructor
Reports to	General Manager
Supervises	Assistant Guides
Date	March 2007

“To be a large scale customer focussed leader in the provision of recreational kayaking by achieving high standards of customer satisfaction and safety through the maintenance of professional business standards”

Overall Purpose of Job

To provide entertaining and informative kayak tours in a safe and friendly manner that maximises the potential for repeat business. The Kayak Guide/Instructor is responsible for the overall quality of experience provided to the customer by them and any assistant guides

Key Result Areas

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

Performance Expectations

Customer Satisfaction

- Deal with any administration matters in a friendly, efficient and polite manner. Ensure each customer has signed a disclaimer and that all tour payments are collected and accounted for.
- Provide an overview of the tour that the customer is about to experience and provide a safety talk based on your extensive knowledge of the OPKT operations manual.
- Demonstrate how to enter/exit the kayak safely, provide instructions on correct paddling techniques and how to exit in the event of a capsize. Put customers into kayaks/onto water in a safe and timely manner.
- Take responsibility for kayak tours and ensure they are conducted in a safe, friendly and enjoyable manner.
- Maintain control of groups at all times by managing group dynamics and ensuring customers paddle as a group under the supervision of a guide at all times.
- Deal with customer enquiries in an effective and empathic manner. Refer any problems or complaints to the GM
- Any other tasks as directed

Sales & Repeat Business

- At all times, promote OPKT as a professional business through a neat and tidy appearance (including wearing the OPKT uniform) and ensuring our high quality equipment is always clean and well-maintained
- Encourage repeat business through the provision of entertaining and informative kayak tours that focus on achieving high standards of customer satisfaction.
- Ensure you have a good understanding of other tour itineraries to assist business promotion. Up-sell and cross-sell other OPKT trips by ensuring customers are aware of the wide range of trips we offer, promoting skills advancement, using maps to explain other trips, handing out brochures, etc
- Take digital photos of the group that are sent to customers following their tour

Safety & Risk Management

- Check relevant weather and tide forecasts/information to ensure a safe environment and location for each tour. Speak to GM if alternative site needs to be considered for safety reasons.
- Inspect all equipment to be used prior to each kayak tour and make any necessary adjustments.
- Whilst conducting tours you should be constantly aware of any factors that may affect the safety of the tours such as equipment failures, customer fatigue, weather changes and other external hazards.

- Remain fully conversant with emergency management action plans and search and rescue plans
- Ensure all accidents and incidents are appropriately attended to and reported on by an experienced team member using correct procedures. Ensure all details on relevant form are completed (precise documentation)

Maintenance of Equipment

- Prior to each tour, pack the trailer and go through the checklist to ensure all required equipment is loaded
- Maintain a tidy work environment
- Wash up after tour and go through checklist again to make sure all equipment is returned
- Regular review of stock and through the GM, timely arrangement of any orders required
- Identify any faulty equipment and report immediately to GM to arrange repairs/replacement

Staff Management

- Direct and guide all relevant team members/assistant guides to act in a professional and customer focussed manner
- Supervise and manage time and workloads of all team members on tours
- Reflect, in attitude and performance, the standards OPKT encourage thereby acting as a role model for other team members
- Update the GM regarding any problems or issues affecting the performance of team members

Qualities and Skills

Physically fit, friendly, energetic and capable of strenuous exercise

Strong commitment to providing quality customer service

Good organisational skills, particularly in a group management situation

Conflict resolution skills

Qualifications

First Aid

Drivers Licence

Sea Kayaking Guide or instructors qualification (or be working towards obtaining your qualification)