

# Go Orange Position Description

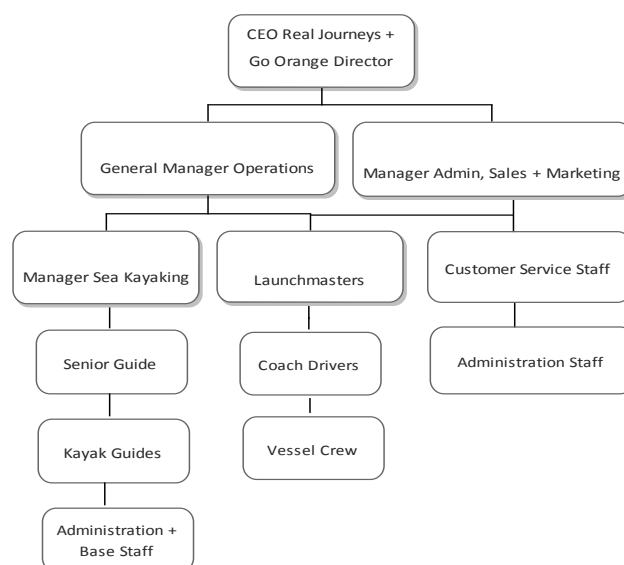
<b>POSITION TITLE:</b> Sea Kayak Guide (1 <sup>st</sup> Year)	<b>DIVISION</b> Go Orange Kayaks
<b>REPORTS TO:</b> Manager – Sea Kayaking	<b>DATE:</b> July 2014

## 1. PURPOSE OF POSITION

To lead and take responsibility for day and overnight guided sea kayaking groups in Fiordland and on the Southern Lakes and to work at base as required.

## 2. POSITION IN THE COMPANY

Go Orange is a fully owned subsidiary company of Real Journeys Ltd



## 3. DIRECT REPORTS

No staff report directly to this position.

## 4. KEY ACCOUNTABILITIES

### 4.1 Operations

#### 4.1.1 Sea Kayaking Guiding and Driving

To lead and take responsibility for Milford Sound one day guided sea kayaking groups and overnight guiding in Doubtful Sound, day and overnight guiding on Lakes Manapouri and Te Anau, and working at our base at Sandy Brown Road, Te Anau

#### Expected Results

- (a) Assisting with the organising of gear and refreshments for the day trip and overnight trips undertaken (there is no actual food preparation or cooking other than for yourself.

- (b) Operating the sea kayaking trips according to, as a minimum, the Aims and Operating Standards of Go Orange as outlined in the Operations Plan.
- (c) Operating the sea kayaking trips according to, as a minimum, the SKOANZ meaning qualifications and/or experience in such skills as kayaking, first aid, safety and emergency procedures are essential
- (d) Assisting with the unloading and gear, refreshments kits and vehicles at the end of the trip.
- (e) Operating within the policy of zero tolerance to drug and alcohol abuse

#### **4.1.2 Interpretation, Environmental Awareness and Cultural Understanding**

To provide interpretation, to encourage environmental awareness and to foster cultural understanding of the areas in which the sea kayak guiding and driving takes place.

##### Expected Results

- (a) Able to deliver a relaxed, friendly and accurate commentary during the trips.
- (b) Interacting with clients throughout the duration of each trip, striking up casual conversations that allow you to pass on your knowledge and help the clients get the most from their experience.
- (c) Ensuring you are completely familiar with all parts of Interpretation, environmental and cultural documentation and able to answer questions and encourage debate.
- (d) Ensuring you have a good general knowledge of Fiordland, the local flora and fauna and the social and cultural history of the area.
- (e) Ensuring you have a good general knowledge of the southern night sky and can provide an informative experience for the clients.
- (f) Acting with minimum environmental impact and according to the Environmental Care Code
- (g) Encouraging environmental awareness and advocacy through sensory experience, active participation and debate.

#### **4.1.3 Customer Service**

To ensure the highest standards of customer service are implemented and monitored at all times.

##### Expected Results

- (a) Able to provide the highest standards of customer service.
- (b) Ensuring a meaningful individual experience for each client in the group, treating each person equitably, being accepting and understanding of differences, at the same time ensuring group cohesion and responsibility.
- (c) Procedures for reporting and following up on customer complaints are followed.

#### **4.1.4 Base Work**

To ensure the smooth running and completion of base operations when working as base crew.

##### Expected Results

- (a) Cleaning kayaking and camping gear, hanging it out to dry, repairing, folding and making ready to use.
- (b) Cleaning up and preparing refreshment kits for the day and overnight tours.
- (c) Ordering milk for day and overnight tours.
- (d) Preparing order for provisions for day and overnight tours.
- (e) Packing kayaking and camping gear for the next day ready for guides to load into vans.
- (f) Assisting the guides as they return at the end of each day's work.
- (g) Assisting the guides with packing gear for the next day.
- (h) Ensuring radios, phones and batteries are charged and packed.
- (i) Advising operations staff if guide(s) call in on VHF radio.

- (j) If no office staff, waybills correctly completed, copied and packed for guides.
- (k) Occasionally delivering vehicles to client/guide pick up points and for repair or testing.
- (l) Cleaning floors of offices, kitchen, toilets, laundry as time permits.
- (m) Cleaning toilets as time permits

#### **4.1.5 Reception, Telephone, Customer Service and Sales**

If no office staff at base, to provide the highest standards of reception and telephone duties, customer service and sales.

##### Expected Results

- (a) Go Orange product knowledge to be current at all times.
- (b) Undertaking reception duties when clients visit base to make enquiries or bookings.
- (c) Answering telephone enquiries promptly, politely, clearly and informatively.
- (d) Internal transfers to be handled efficiently.
- (e) Answering emails promptly and accurately, providing information clearly.
- (f) Accurately recording enquiry and booking details, including any specific client information.
- (g) Relaxed and friendly sales pitch and presentation used.
- (h) Effective selling methods used.
- (i) Go Orange sales to be maximised, including use of packages.
- (j) All sales recorded and entered correctly and accurately in the reservation system.
- (k) Cash handling is accurate, correctly recorded and cash is kept secure till it is banked.
- (l) Procedures for reporting and following up on customer complaints are followed.

#### **4.2 Health and Safety**

To ensure that the company safety standards are maintained to prevent injury or harm to clients and colleagues.

##### Expected Results

- (a) Be familiar with all applicable Health and Safety policies and procedures.
- (b) Actively partake in all health and safety exercises and drills.
- (c) To make safe decisions before proceeding with kayaking and associated activities to give the best safety outcome relative to clients ability based on such things as weather, sea conditions and terrain. and drills.
- (d) To actively participate in health and safety meetings and ensure all hazards and incidents are reported

#### **4.3 Emergencies**

Be prepared for and capable of responding to emergency situations.

##### Expected Results

- (a) Be familiar with all relevant emergency manuals and procedures and actively participate in drills
- (b) Be familiar with emergency procedures.

#### **4.4 Other Duties**

##### Expected Results

- (a) Assisting with other land based guided trips.
- (b) Gear and vehicle cleaning and maintenance.
- (c) Assisting with associated office duties.
- (d) Initial screening of clients.
- (e) To undertake any other duties as determined by the Manager –Sea kayaking from time to time.

## 5. AUTHORITIES

### 5.1 Expenses

No authority for expenditure.

### 5.2 Staff

No authority to appoint permanent or seasonal staff.

### 5.3 Contractual

No authority to enter into contractual arrangements on behalf on the company.

### 5.4 Decisions

Relate mainly to managing day-to-day operational issues.

Any **media enquiries** must be referred to the Directors Go Orange Ltd

## 6. RELATIONSHIPS

INTERNAL	EXTERNAL
<ul style="list-style-type: none"> <li>■ Manager – Sea Kayaking</li> <li>■ Other Sea Kayak Guides</li> <li>■ Base/Administration staff</li> <li>■ Skippers, crew, bus drivers – Real Journeys/ Go Orange</li> </ul>	<ul style="list-style-type: none"> <li>■ Tour guides, escorts, drivers</li> <li>■ Customers</li> <li>■ Local tourism operators, agents</li> <li>■ Other Sound Tourism Operators</li> </ul>

## 7. PERSONAL QUALITIES, QUALIFICATIONS AND EXPERIENCE

<b>Education / Qualifications</b>	Tertiary qualification – outdoor leadership/ risk management First aid qualification	Tertiary qualification SKOANZ or NZOIA kayaking qualifications
	<b>ESSENTIAL</b>	<b>PREFERRED</b>
<b>Experience / Knowledge</b>	Sea and white water kayaking and camping skills and experience Understanding of and interest in flora, fauna and geology and environmentally ability to make safety based decisions can read a weather map and understand how that translates to the field	Practical experience in leading kayaking and camping groups Knowledge of New Zealand’s cultural and environmental heritage
<b>Specific Skills</b>	Full NZ driver’s licence Strong operational focus Strong health and safety focus Forward planning and organisational skills Excellent communication Self Reliant	P endorsement on driver’s licence Computer literate Excellent telephone skills VHF Radio operator certificate
<b>Personal Attributes</b>	Able to lead others Calm demeanour; ability to work under pressure Team player Focus on quality Analytical Pragmatic Courteous, helpful, friendly Flexible	

