



## **Lead Guide**

### **Job Summary**

The Lead Guide is responsible for overseeing all daily and specialty trip functions including pre-trip briefing, gear fitting, and boat tracking to ensure a safe and responsible recreation environment. The Lead Guide is expected to provide positive guest interactions/experiences and take all precautions and handle trainings to keep our guests and guides prepared for all situations on the river and be a key component in administrative/logistical duties including staff management, culture, training, and many other functions as detailed below. The Lead Guide will also act as Manager on Duty when required.

The job reports to the Assistant Manager/ Manager /Owner of MST Adventures. This is an hourly paid position. We are looking for applicants to join our team in March/ April of 2022. The MST Adventures is looking for applicants who have availability from March through middle of November. A normal work week includes working both Saturday and Sunday, with days off during the weekday. This position is expected to work 24-32 hours a week and sometimes more based on business demands.

### **Responsibilities**

#### ***Administrative and Logistics:***

- Capability and willingness to perform all aspects of guided and rental operations and shop duties. Including but not limited to staff scheduling, guiding river trips, loading/unloading boats, driving vehicles and serving other functions where needed in the operation.
- Knowledge of trip options and river details.
- Acting as Manager of the Day (logistics, managing staff, guest service, troubleshooting, and problem solving)
- Maintain rental and tour fleets
- Ensure boats are being tracked and accounted for at the end of the day.
- Oversee equipment demands of programming
- Track damaged boats and maintain log of repairs.
- Attend and contribute to weekly management meetings.
- Work with the Assistant Manager to develop and oversee the training process for the team, including Guides, and Drivers.
- Make necessary adjustments to trip times and trip maximums as well as open or close trips in accordance with resource availability and booking needs, to ensure adequate resources for bookings daily, weekly and throughout the season.
- With other duties as assigned.



### ***Guest Interactions:***

- Create and manage to a high level of standards to ensure MST Adventures Guests continue to expect the highest quality service and professionalism throughout their experience.
- Ensure all precautions and protocols are considered when evaluating any operational or on-water issues to satisfy the MST Adventures standard of safe, fun and efficient trips for both Guests and Guides.
- Ensure all MST Adventures guests are treated with patience and understanding, while upholding and abiding by all policies and procedures.

### ***Communication:***

- Communicate with group and camp coordinator to assist with needs of camps, programs, and large groups
- Communicate expectations to Guides and setup processes for accountability.
- Identify the resource needs for the river.
- Communicate any closures or equipment changes to upper management.

### ***Supervision:***

- Supervise and manage the Trip Leaders, Guides, and Drivers.
- Ensure staffing points are operating efficiently.
- Supervise the yard and ensure that boats are accurately tracked throughout the daily operation.
- Manage and maintain a healthy community for Guides while at work.
- Assist in training of new staff

### ***Facilities Management:***

- Maintain a safe, clean, fun, and healthy operating and guest-service environment.
- Delegate and oversee upkeep efforts, including but not limited to regularly scheduled and documented cleanings, inspections, and Winterization prior to off-season.

### **Qualifications**

#### **Required**

- At least 21 years old
- High school graduate or current high school student



- First aid with CPR
- Valid driver's license and clean motor vehicle record

### **Preferred**

- Wilderness First Aid
- High School Graduate
- White water experience or PSUPA / ACA paddling certification in Canoe, Kayak, SUP, or Raft disciplines
- 21 years old to drive company vehicles
- Capability to drive a 15-passenger van and trailer combo; backing up in tight spaces safely is a must

### **Applicants must be:**

- Detail oriented, ability to work as a team player, able to function with little supervision, self-starter, good judgement, and sound decision-making skills
- Available to work from Memorial Day through Labor Day including ALL weekends and holidays throughout the season. Preferred availability from March through end of October.
- Available to work a flexible work schedule

### **Physical Requirements and Working Conditions:**

- Examples: Lift up to 30 pounds, stand or sit for long periods of time
- Speak clearly and concisely, including in front of large groups
- Comfortable working near or on water
- Comfortable working in various climates

*The above noted description is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to provide a general sense of the responsibilities and expectations of the position. As the nature of business demands change, so too may the essential functions of the position.*

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*through respecting and valuing the diversity among employees and all those with whom MST Adventures does business.*