



Job Description

Job Title:	Adventure Tour Guide		
Agreement:	Raging Thunder Enterprise Bargaining Agreement 2014	Position Type:	Level 2
About Raging Thunder			
<p>Raging Thunder Adventures have been offering Cairns holidays since 1984 with our first white water rafting trip on the Tully River.</p> <p>Over the years we have expanded our product range to include an afternoon rafting tour on the Barron River along with launching the first of Raging Thunder's hot air balloons in 1998 offering scenic flights above the Atherton Tablelands. Our Fitzroy Island adventures came soon after with daily high speed catamaran transfers to this picture perfect Great Barrier Reef island where there is an abundance of activities available including guided sea kayaking tours and fantastic snorkeling.</p>			
About the Role			
Job Purpose:			
<p>To safely guide Raging Thunder adventure tours as directed by crew leaders and management. To ensure that all jobs are completed to the highest work standards whilst maintaining productivity levels and excellent customer service.</p> <p><i>To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.</i></p>			
Duties:			
<ul style="list-style-type: none"> • Promote, develop and extend Raging Thunder's business interests and reputation through exceptional customer service. • Plan and prepare for individual and group participation in Raging Thunder adventure tours. • Represent the company in a professional and courteous manner at all times. • Confirm check in and head count of all tour participants upon arrival and departures. • Meet and greet all customers in a friendly manner, respond to customer queries and provide assistance. • Assist with setting up of all adventure activity equipment. • Demonstrate the use of equipment in a safe and responsible manner. • Provide advice on safety measures and risk mitigation strategies for adventures. • Respond to emergencies during adventure activities by providing first aid assistance, and organise means of safety or evacuation. • Provision and maintenance of safety equipment, report any concerns to Crew Leader/Supervisor. • Guide customers through activities providing instructions on activity techniques, thus ensuring the safety of the customer, in accordance with policies and procedures. • Ensure that all customers are catered for as per the requirements of the tour. • Maximise opportunities to upsell products and promotional material, and assist with the sales and ordering processes. • Other duties as directed by Management/Supervisor. • Maintain compliance with all company policies and procedures at all times. 			



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Workplace Health and Safety

- Wear mandated PPE
- Report any accidents or near misses
- Follow manufactures instructions when operating any machinery/equipment
- Only use equipment which you have been trained to use
- Report any faults, accidents or breakdowns
- Maintain the highest safety standards at all times

Other Responsibilities

- Build effective workplace relationships
- Communicate with both internal and external customers in a courteous and professional manner
- Self management including:
 - Organising and managing work tasks according to schedule,
 - Adhering to all Company values,
 - Participating in performance review according to HR policies, and
 - Self-directed learning and development as well as undertaking required training
 - Deliver excellent customer service
 - Strive for continuous improvement

Professional Conduct

- Maintain a friendly and approachable attitude towards customers
- Maintain a professional, safe and hygienic appearance on duty
- To respect all equipment and property and use with care to avoid unnecessary damage.
- Attend and actively participate in all meetings, training sessions and events, as directed by management.
- Undertake the responsibilities of the position adhering to:
 - Company policies and practices
 - Equal opportunity and anti-discrimination legislation and requirements
 - Workplace Health and Safety (WHS) legislation and requirements
 - Legal requirements

Skills/Qualifications:

- Senior First Aid Certificate
- Swift Water Rescue Certificate
- Advanced Resuscitation Certificate
- Certificate III in Outdoor Recreation

Personal Quality Requirements:

- Ability to work outdoors in heat and rain
- Ability to work as part of a team and independently
- Good organisational skills
- Excellent attention to detail
- Ability to follow instruction
- High level customer service skills
- Ability to complete required paperwork and forms
- Demonstrate a flexible approach to work with a willingness and ability to show initiative and accept responsibility.
- Enthusiastic, positive attitude, strong work ethic and willingness to learn.
- Excellent communications skills and ability to communicate confidently with a diverse range of people.



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Physical Skill Requirement:

- Manual handling/lifting
- Bending/squatting
- Good core strength
- Long periods standing
- High level of general fitness
- Ability to swim

Note: The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.