



Job Description

JOB TITLE:	Redwood Yurok Canoe Tours Paddler/Guide	DEPT: Visitor Center/Canoes
FLSA:	Seasonal/Part-time	DATE 4/29/20/20
REPORTS TO:	General Manager of Visitor Center/Canoe Tours	Salary Grade: \$15.00-\$19.00 per hour/tips, DOE

Our philosophy in Yurok Country is to create legendary experiences for our guests. Each applicant must support a standard of service excellence that exceeds expectations and creates a sense of place and welcome for each guest. By joining the Yurok Country Visitor Center team; you are committing yourself to this philosophy and acknowledging your dedication to providing an experience filled with the traditions, stories and the beauty of Yurok Country. Be prepared to become a trailblazer creating magical moments with legendary service standards.

POSITION OVERVIEW

The Redwood Canoe Guide is a seasonal position offered at 100 days annually through the months of May-September. The Canoe Paddler/Guide will be responsible for paddling and assisting the Captain for (up to) four passengers per tour, for up to three two-hour tours per day on the Lower Klamath River. The Guide will also assist in training guests on the art of paddling a redwood dugout canoe.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the types of duties and knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Operate the Canoe safely
- Assist passengers in and out of the Canoe
- Have fun with passengers, and provide great customer service
- Report directly to Redwood Canoe Captain, following direction regarding safety, security, and training
- Throughout the day, at beginning and at ending of shifts; will maintain clean passenger spaces i.e. trash, common area

LICENSES/EXPERIENCE/TRAINING:

- CPR/First Aid (Available prior to hire)
- Customer service experience
- Prior knowledge of Yurok culture and customs
- Responsible for maintaining current licenses and certificate
- Lift 50 pounds

SERVICE STANDARDS:

Must be able to incorporate Yurok Service Strategy into daily operations by demonstrating the following standards while performing the requirements of the job:

- Smile & Greet
- Name & Meet
- Listen & Act
- Make Their Day
- Ask & Sell
- Thank You & Goodbye

LANGUAGE SKILLS

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Skill in effectively, communicating information through verbal and written correspondence to employees, managers, clients, customers, and the general public, including writing reports, business correspondence and procedural manuals.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Have the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

To apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving a few concrete variables in standardized situations. Skills in solving practical problems and dealing with situations where only limited standardization exists. Ability to analyze and solve complex management problems having nonstandard solutions. Skill in identifying and resolving administrative problems under pressure conditions. Skills in assessing operation, program, staffing and fiscal needs.

AUTHORITY & RESTRICTIONS (*non-supervisory capacity, non-signatory ability, access to sensitive areas as related to culturally sensitive items*)

- Maintain confidentiality and discretion in all areas: including the dissemination of trade secrets, planning and promotional procedures, and customer information files
- Access to sensitive customer information and computer processes.
- All employees are prohibited from participating in promotional awards, giveaways, drawings, tournaments or special events, except those specified for employees.

POSITION REQUIREMENTS *(objective educational or technical training required; skills; and years of experience):*

- Working knowledge of historic and contemporary Yurok culture.
- Ability to work weekends, holidays and evening hours as business demands.
- Strong communication (written and verbal) skills, presentation skills and customer service skills
- Must adhere to the “Yurok Way” policy for interacting with and welcoming guests
- Able to prioritize and coordinate multiple daily tasks and work within tight deadlines.
- Strong organization skills, attention to detail and ability to adapt to changing priorities, excellent follow through.

PHYSICAL DEMANDS/WORK ENVIRONMENT *(the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions):*

While performing duties of this position, employee is required to stand for extended periods, and frequently walk, and use hands to; finger, handle, or feel objects, tools, or controls. Occasionally sit. Must be able to lift 25 pounds with occasional lifting of more than 50 pounds, assisted. Ability to manage stress appropriately, make decisions under pressure, manage anger, fear, hostility and violence of others appropriately. While performing the duties of this job, the employee is exposed to tobacco smoke, moving mechanical parts and fumes or airborne particles. The worker is frequently subject to inside environmental conditions, which provide protection from weather conditions, but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions and to wet and/or humid conditions. The noise level in the work environment is usually moderate.

TRAVEL REQUIREMENTS

Local travel is occasionally required. Travel outside of the state is infrequently required. Typical travel time is generally less than a week.

TRIBAL PREFERENCE

“Tribal preference is given in compliance with the Indian Self-Determination and Education Assistance Act (25 U.S.C Section 450 e (B))”

This description of duties, responsibilities and requirements is a summary, and is not intended to include all that may be assigned or required. I hereby acknowledge I have read and understand the above presented position description. I am in receipt of our employment guidebook and understand my obligation to read and understand its contents:

Employee Name (Please Print)

Employee Signature

Date

Manager

Date