

Pacifica Paddle Sports - Guide / Instructor

JOB DESCRIPTION



OVERVIEW

Our Guides and Instructors are key players on the Pacifica Team. They provide tours and lessons for our guests in multiple locations, typically lasting two to three hours. They provide a consistently high level of customer service, and ensure our guests are having a safe, educational and fun tour or lesson. A Guide/Instructor is personable, confident, has great communication skills, and is passionate about paddling and interacting with a wide variety of people. Hours range from part-time to full-time, April to October.

RESPONSIBILITIES INCLUDE:

1. Leading customers on a variety of tours and lessons originating from multiple locations
2. Consistently maintaining a high level of customer service
3. Ensuring all safety standards are being met on the dock and water
4. Ensuring all tour and lesson requirements are being met
5. Maintaining an organized dock area - ensuring boats and gear are customer ready
6. Working with the marketing team to promote our tour and lesson business
7. Assisting other guides, instructors, and office and dock ambassadors as required

REQUIREMENTS

1. Very strong communication skills, able to lead and interact with a variety of people
2. Ability to problem solve and work under pressure in a fast-paced environment
3. Previous paddle guide or instructor experience an asset
4. All required Guide Certifications:
 - a. Minimum SKGABC Level One Guide Certification in good standing
 - b. Minimum Basic First Aid Course Certification and CPR - Level C Certification
5. Ability to sustain heavy lifting and repetitive movement
6. Proficient in English (oral and written)

TO APPLY

- Submit resume and cover letter online to Else-Jean Frederiksen ej@pacificapaddle.com
- Apply in person at our Brentwood Bay Office - 789 Saunders Lane, Brentwood Bay, BC 250-665-7411