

# **JOB DESCRIPTION**

**Job Title:**               **Tour Guides**

**Job Summary:**       Responsible for ensuring a high level of customer service to all visitors to the Maria Island Nature Reserve safety of visitors, staff and Trust property; tour guiding; and site management.

## **RELATIONSHIP STATEMENT:**

Reports to               : Programme Assistant: Southern Extension

Works with             : All Staff, members, partner agencies and Customers

## **DUTIES AND RESPONSIBILITIES:**

### **CUSTOMER SERVICE**

- Welcome all visitors to the Nature Reserve and identify visitors' expectations for the visit;
- Respond appropriately to visitor's request/ needs;
- Thank visitors for their patronage and seek feedback;
- Offer visitors opportunity to become members of the SLNT.

### **SAFETY**

- Ensure the safety of visitors and their assets within the Nature Reserve and on the boat;
- Assist in safeguarding the Trust's property and that of its concessionaires from being removed, defaced or damaged;
- Exercise vigilance and report any instances of unauthorized entry including communicating with the Royal St. Lucia Police Force when the situation requires their intervention;
- Document accidents and incidents including near-misses as appropriate; and
- Inform visitors of rules and regulations pertaining to the Nature Reserve.

### **REPORTING AND MONITORING**

- Assist with surveys as required;
- Monitor the beach and sea conditions and take appropriate action;
- Report any damage to the trails, facilities and general landscape to your Supervisor.

### **TOUR GUIDING**

- Undertake interpretive tours with visitors as required;
- Undertake bio-security screening of visitors as required;

- Reviewing and recommending to management ways and means of improving the interpretation within the Nature Reserve;
- Be aware of safety protocols and implement when necessary.

### **ACCOUNTING CONTROL**

- Log in tour dates and number of persons on each tour;
- Monitor and order stock as appropriate.

### **GENERAL**

- Maintain the general log books;  
Comply with all established procedures;
- Carry out such other related duties as may be assigned to you from time to time as appropriate.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- Must possess good communications skills - reading, writing and speaking;
- Swimming is an Asset but not required.
- Must be able to comfortably travel via sea.

### **Personal Qualities:**

- Mature and responsible individual; self-motivated;
- Highly organized; demonstrated ability to work effectively with people.

### **QUALIFICATIONS & EXPERIENCE:**

- A secondary school education with at least two years' experience in tour guiding customer service and/ or security.