

Job Title- Ocean Kayak Guide

ESSENTIAL FUNCTIONS:

Ocean Kayak Guides will provide high quality guiding service to customers of Paddle Sports of Santa Barbara, a local kayak retail store and service provider operating from Point Conception to Point Magu including all coastal locations and all 5 islands in the Channel Islands National Park. Kayak guide will report to Executive Managing Members and General Manager. Guide's responsibilities include, but are not limited to, checking clients in and obtaining release of liability and medical information paperwork at Paddle Sports in the Santa Barbara Harbor, Island Packers Company in Ventura Harbor, and all other kayaking locations; packing and transporting kayaking gear to trip launch locations; providing basic kayaking instruction prior to getting on the water; safely launching clients through surf-zones when conditions are safe; safely monitoring clients on water; offer cultural and natural history information while on water; safely secure and transport (when necessary) equipment; cleaning all equipment; providing extremely high customer service to all clients; assisting in operations at retail store and other satellite locations.

KNOWLEDGE/SKILLS:

1. 3+ years kayaking or equivalent guiding experience preferred.
2. Valid CA drivers license.
3. Strong leadership skills with proficiency in leading groups larger than 10.
4. Professional kayak instructor accreditation, ACA or BCU.
5. CPR for the Professional Rescuer and Community First Aid (WFR or EMT is preferred, training is available).

PROBLEM SOLVING/DECISION MAKING:

1. Ability to make sound decisions based on good judgment is essential.
2. Responsibilities may change and adaptability is a crucial element to successful leadership.
3. Customer Service issues may require fast analysis and resolution that falls beyond basic training.
4. Ability to create strong team dynamics and measuring progress of each team member.

COMMUNICATIONS/INTERPERSONAL CONTACTS:

1. Comfortable with personal interactions with customers by phone and through email.
2. Operates in consideration of Paddle Sports' mission and uphold high customer service standards.
3. Maintains positive relationships with Island Packers Company, National Park Service, The Nature Conservancy, and all vendors.

WORKING CONDITIONS/PHYSICAL EFFORT:

1. Ability to handle, load from ground to 6-10 foot high racks, and transport multiple 60-80 lb kayaks.
2. Willingness to work long hours, holidays, and weekends will be required.
3. Duties may require unexpected exposure to hazards where there is a possibility of personal injury.
4. Adverse weather conditions may arise creating exposure to harmful natural elements where ability to think clearly and make judgment decisions will be critical.
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