



MURRAY RIVER WALK, Riverland South Australia

ROLE DESCRIPTION BOAT GUIDE

Role Overview

Murray River Walk strives for excellence in guided walking experiences. As a Boat Guide you will play an essential role in achieving this goal. Your role will ensure that the customer's first and ongoing contact with Murray River Walk is positive and rewarding and maximises the chance that inspired walkers will promote their guides and guided experience to their friends and networks, maximising the chances of increased demand for a Murray River Walk.

The Boat Guide spend the duration of the 4 day tour on board the houseboat accommodation. They are responsible for a range of 'host' roles such as food preparation (breakfast, lunch & nightly meals) and maintaining houseboat cleanliness along with ensuring guest safety on the houseboat for the duration of the tour. The Boat Guide supports the overall guiding team and is required to drive small powered boats and a larger pontoon cruiser boat. The Boat Guide is not required to drive the houseboat.

Responsible to:

During a Murray River Walk you are responsible to the Lead Guide, Murray River Walk

Qualifications

Qualifications for all guides (all AUS nationally recognised):

- Current Applied First Aid Certificate (Workplace Level II)
- Current CPR certificate
- Food Handling Level 1 certificate (component of Cert. III Hospitality)
- Responsible Service of Alcohol Certificate.
- Current Motor Vehicle Drivers Licence.
- Current SA Boat Licence

Experience

Demonstrable experience and success in:

- Hospitality and food service
- Safe handling of food and preparation of meals
- Hosting and supporting small groups
- Awareness and knowledge of group dynamics
- Awareness and knowledge of the Murray River and its ecosystems
- Ability to drive and navigate a small motorised dinghy
- Ability to drive and navigate a motorised pontoon boat
- Ability to provide conversational interpretation to walkers

Expectations

- Be reliable and punctual
- Demonstrate good organisational skills in prioritising daily tasks
- Maintain a suitable level of fitness and health
- Respond effectively to the Lead Guide's requests and expectations
- Show initiative to support your fellow Guides and walkers
- Coordinate all food preparation and food service on a houseboat and riverbank
- Prepare safe and well-presented meals for walkers
- Manage and prepare meals for guest special dietary requirements
- Be familiar with all houseboat facilities and their safe operation (eg oven, dishwasher, coffee maker, fridges and freezers, hot spa, generator)
- Demonstrate sound navigational skills and knowledge of the walking and boat routes
- Know how to secure boats (with ropes) and maintain boat safety and cleanliness
- Deal with a range of personalities and situations positively and calmly
- Show interest in all walkers and provide positive friendly conversation
- Demonstrate a sound understanding of the Murray River Walk product and experience
- Seek more information to overcome knowledge gaps in the Murray River Walk
- Refer enquirers or enquiries to the Lead Guide when you are unable to assist walkers
- Take work breaks in consultation with your fellow guides
- Assist in creating a positive team culture amongst MRW staff,
- Adhere to the Company Drugs and Alcohol Consumption Policy

Key duties

Pre-walk

- Learning and using walker names, learning their interests and showing interest in them;
- Familiarising with pre-tour notes (eg, weather forecast, guest dietary needs)
- Being familiar with identified risks and safety procedures
- Being familiar with emergency response systems

On-Walk

- Coordinating food preparation and food service for all meals;
- Providing food service that creates a safe and inspirational food experience;
- Completing all daily tasks as outlined in the Daily Operating Lists
- Providing safe and comfortable accommodation at the end of each day's walking
- Learning and using walker names, learning their interests and showing interest in them;
- Reporting and responding to any walker health and wellbeing problems;
- Preventing injury to walkers and providing first aid to walkers as required;
- Providing responsible service of alcohol to walkers;
- Helping to manage a riverbank campfire at night (weather permitting);
- Assisting walkers to use houseboat facilities if required;
- Maintain regular communication with the walking Guides during each day while walking
- Interpreting the Murray River environment and general interpretation of the landscape and region.



Team Culture

Guides form part of a cohesive and collaborative team delivering a positive Murray River Walk experience for our customers.

Performance evaluation

Together we will evaluate your performance after each walk and receive feedback from walkers. You are expected to offer suggestions on how you and MRW can improve overall performance, efficiency and client satisfaction.