



## MURRAY RIVER WALK, Riverland South Australia

### ROLE DESCRIPTION

#### **WALKING GUIDE (Lead Guide)**

##### **Role Overview**

Murray River Walk strives for excellence in guided walking experiences. As Walking Guide you will play an essential role in achieving this goal. Your role will ensure that the customer's first and ongoing contact with MRW Guiding Team is positive and rewarding and maximises the chance that inspired guests will promote their guided experience to their friends and networks, increasing demand for a Murray River Walk.

Lead Guide holds the overall responsibility for the group whilst on tour. They listen to the guests and the guiding team to ensure everyone is gaining from the walking experience. Each day they will lead the walking group and provide key interpretation. The Lead Guide plays an important part in the development of Assistant Guides. The Lead Guide makes the final decision when plans change and is also responsible for ensuring that all end of trip paperwork (stocktake, team debrief, feedback forms) are completed and forwarded to the Operations Manager by 5pm on day 4. There is some food preparation and boat handling required in this role.

##### **Responsible to:**

During a Murray River Walk 4 day tour, you are responsible to the Operations Manager, 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 (or equivalent)

##### **Experience**

Demonstrable experience and success in:

- Leading teams and or leading multi-day tours in natural areas
- Fostering positive group culture
- Sharing knowledge of the Murray River and its ecosystems
- Adapting a walk to the weather and route conditions
- Providing conversational interpretation
- Promoting safety and wellbeing of the guiding team and customers.

## Expectations

- Be reliable and punctual
- demonstrate good organisational skills
- maintain a suitable level of fitness and health
- show initiative to support your fellow Guides and guests
- take work breaks in consultation with your fellow guides
- create a positive team culture amongst MRW Guides
- demonstrate sound navigational skills and knowledge of the route
- manage a range of personalities and situations positively and calmly
- show interest in all guests
- support guests to achieve an inspiring bushwalking experience
- demonstrate a sound understanding of the Murray River Walk product and experience
- seek more information to overcome knowledge gaps in the Murray River Walk
- adhere to the Company Drugs and Alcohol Consumption Policy

## Key duties

### Pre-walk

- Learning and using guest names
- Being familiar with identified risks and safety procedures
- Being familiar with emergency response systems

### On-walk

- Lead a small team of 3 guides including Assistant Walking Guide and Boat Guide;
- Reporting and responding to any guest health and wellbeing problems;
- Preventing injury to guests and providing first aid to guests as required;
- Helping prepare and serve food for breakfast, lunch and dinner, and assist in clean up;
- Providing food service that creates a safe and inspirational food experience;
- Providing responsible service of alcohol to guests;
- Helping to manage a campfire each night (weather permitting);
- Assisting guests with their houseboat facilities if required;
- Interpreting the Murray River environment, the landscape and region,
- Sharing your local and general knowledge and ensuring that guests have the opportunity to get to know about you and learn in a relaxed format,
- Sharing your knowledge about the National Parks and Reserves, Riverland Ramsar Wetland of International Importance, and private landholders in the immediate vicinity;
- Sharing your knowledge about the ecology, key species of wildlife, geology, history, culture and environmental stewardship.



## **Post-walk**

- Distribute and collect evaluation sheets from guests
- Supervise pack-up and stocktake and report to Operations Manager
- Facilitate self-evaluation of guide performance and add your overall evaluation.
- Discuss and report walk improvements/suggestions with the Guide team.
- Report risks, safety issues and maintenance requirements to Operations Manager
- Send reports to the Operations Manager and Managing Director

## **Team Culture**

The Lead Guide is responsible for MRW Guides behaving as a cohesive and collaborative team delivering a positive and inspiring Murray River Walk experience for our customers.

## **Performance evaluation**

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