



MURRAY RIVER WALK, Riverland South Australia

ROLE DESCRIPTION

WALKING GUIDE (Assistant 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.

The Assistant Guide has natural organisation skills and helps with interpretation and group management along the walk. The Assistant Guide supports the smooth operation of a tour, helping guests with their preparation for each day. Assistant Guides make sure that everything needed for a day's walk is accounted for and that the houseboat remains a clean and comfortable place for guests. 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 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:

- Assistance in guiding multi-day tours in natural areas
- Fostering positive group culture
- Awareness and knowledge of group dynamics
- Awareness and knowledge of the Murray River and its ecosystems
- Providing conversational interpretation
- Promoting and monitoring safety and wellbeing of walk participants

Expectations

- Be reliable and punctual
- demonstrate good organisational skills
- 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
- demonstrate sound navigational skills and knowledge of the route
- deal with a range of personalities and situations positively and calmly
- show interest in all walkers and provide positive friendly conversation
- support walkers to achieve an inspiring bushwalking experience
- help prepare well-presented meals for walkers
- 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 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;
- Being familiar with identified risks and safety procedures
- Being familiar with emergency response systems

On-walk

- Reporting and responding to any walker health and wellbeing problems;
- Preventing injury to walkers and providing first aid to walkers as required;
- Helping prepare and serve food for breakfast, lunch and dinner, and assist in clean up;
- Contribute to providing food service that creates a safe and inspirational food experience;
- Providing responsible service of alcohol to walkers;
- Helping to manage a campfire each night (weather permitting);
- Assisting walkers with their houseboat facilities if required;
- Interpreting the Murray River environment, the landscape and region,
- Sharing your local and general knowledge and ensuring that walkers 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
- Assist pack-up and stocktake
- Participate in self-evaluation of your guiding performance.
- Discuss tour improvements with the Guide team.
- Report risks, safety issues and maintenance requirements to the Lead Guide



Team Culture

The Assistant Guide is responsible for contributing to a collaborative team environment, 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.