

JOB SUMMARY: Serve as white-water rafting guide. Trips will be primarily full-day trips on the Exploits River, but the occasional evening trip or multi-day rafting trip is also a possibility. Guide's primary responsibility is to safely entertain and interact with our guests, seeking to provide the best possible vacation experience. Guides will be members of a dynamic company which emphasizes quality, customer service and teamwork.

GUIDE DUTIES & RESPONSIBILITIES:

General Requirements

- Run full-day and evening trips on the Exploits River. Captain both paddle and oar boats (majority of our business are paddle boats).
- Must demonstrate skilled, safe boat handling skills in paddle rafts on Class I to Class III whitewater insuring minimum risk to clients.
- Must be familiar with and follow all safety guidelines with a demonstrated commitment to insuring the health and well being of all guests.
- Must learn or have a reasonable amount of historical and ecological knowledge relevant to the river being worked and be willing to share it with clients.
- Guides are also teachers and entertainers, so excellent people skills, self-confidence and showmanship are a must.
- Must be capable of sustained physical activity including but not limited to rowing, paddling, hiking, loading and unloading, pulling, pushing and swimming in swift current.
- Must be capable of constant lifting and carrying of up to 50 pounds. Occasional lifting/carrying of up to 100 lbs. required.
- Must be able to work under pressure and to work for many consecutive days or weeks without complaint during peak times.
- Must be able to recognize, empathize and deal with the effects of burnout in yourself and others.
- Must own and carry all of the required equipment for guiding with Rafting Newfoundland and be able to demonstrate to management how it is rigged and accessed during a trip. Must provide own helmet, personal throw bag, PFD, cold weather clothing and proper river footwear.
- Must be willing to train on every stretch of water that Rafting Newfoundland runs and proactively pursue opportunities to do so.
- Must strive to take the best possible pictures and video with the provided digital camera on trips, and to accept training, advice and constructive criticism from management and peers in regards to camera use.

Personal Conduct

- Must demonstrate a helpful, friendly and sensitive attitude towards all guests.
- Must demonstrate a positive attitude and proactively assist other crew members in trip related tasks.
- Look for ways to better serve the guests and the company, and **bring new ideas to management**.
- Maintain a good sense of humour and cooperative attitude with co-workers, management and guests.
- Must help to market other Rafting Newfoundland offerings by directing guests to other trips that we run / chalet vacancies and winter offerings.
- Must endeavour to keep personal problems out of the trip setting and air differences in constructive and honest ways in interaction with management and other crew members.
- Must maintain clean paddling clothes and personal cleanliness.

Daily Responsibilities

- Clean raft shack, change rooms and customer washroom.
- Must actively participate in the packing and unpacking of all equipment related to trips. Unpacking after a trip includes the cleaning, drying, and the proper storage of equipment. PFDs and paddle jackets must be cleaned once per week as a group effort.
- Prepare daily lunches exhibiting care in the food's preparation and presentation. Must participate in all necessary food organization, dish washing and clean up.

- Complete assigned tasks while waiting for guests to arrive for trips.
- Fit lifejackets, paddle jackets, wet suits and other rental gear for guests.
- Inform management of food and equipment resupply needs.
- Actively promote Rafting Newfoundland's picture DVD and Picture Download programs. The merchandise options (i.e.: t-shirts) also must be promoted to the guests at various points in the day.
- Guides are assigned a camera each trip and are responsible to return that camera in working condition at the end of each day.
- Must complete incident and/or other safety reports immediately following an incident as part of a daily trip report.
- Must actively participate in team meetings, post-trip guide debriefings and be willing to address issues that concern safety, customer satisfaction and trip quality with other guides and management.
- Perform other responsibilities as assigned.

Use of Rafting Newfoundland's Equipment

- Must demonstrate competence in the proper use and maintenance of equipment to avoid unnecessary damage.
- Promptly repair or replace equipment damaged or lost due to personal gross negligence as determined by the company owners.

QUALIFICATIONS: Guides must be at least 18 years old and have current First Aid and CPR cards. If they do not choose to live at the base camp, they must have a phone with an answering service and be readily accessible at all times. Guides must have a professional attitude and be willing to learn and accept new ideas. Initiative is highly valued. Must be able to work many consecutive days during peak season and not be subject to burnout and moodiness. Must work well under pressure and be a team player. Guides must have an approved PFD, a river knife, three carabineers, a whistle, a wetsuit or equivalent (good dry jacket is highly recommended) and proper river footwear. Guides must attend our annual training & river orientation session, and will be required to demonstrate their skills.

TRAINING / ORIENTATION: New and returning guides are required to participate in an unpaid orientation run of each of our three core river trips before paid shifts will commence for that trip. Training on each river trip will be provided by the management team based on the scheduling needs of each river trip. Not all guides will be trained on all river trips. Guides will be compensated for required training at their standard hourly wage.

SCHEDULE: Guides are generally full time with a varying schedule. Efforts will be made to give guides their requested workload and days off, however consecutive days off are not guaranteed and not likely during peak season. **No more than one day off will be guaranteed per week.** Special occasion days off and special needs must be negotiated prior to signing contract in order to be guaranteed. Generally, the peak season is from mid-July until Labour Day. Some days will require guides to work back-to-back trips, especially through our busiest weeks.

REQUIRED DAYS: All guides MUST be available to work on the following dates in 2018: July 1, every Saturday and Sunday from July 13 – September 1. **No time off requests will be granted for these dates unless negotiated PRIOR to signing employment contract.**

DETERMINING GUIDES / TRIP: The management team will determine which guides are working on a given shift based on an established rotation. The rotation ensures that all guides of an equal level are given equal opportunity to work. There are four levels of guides at Rafting Newfoundland. Guides can hold a separate level for Nature Float and Whitewater trips. The names of the levels may change from time to time, but the simple definitions are as follows:

- **Level V - Trainee** guides have not yet developed the needed skills to safety guide a raft of customers unsupervised. Trainee guides are not eligible for paid guiding shifts, but will receive a maximum of 32hrs of paid training to bring them up to the next level. If they cannot meet Level III/IV requirements after their four days of training, they will need to continue to train on their own time (*without remuneration*) until they achieve the necessary requirements.

- **Level IV are apprentice guides** who have achieved Level III qualifications. Apprentice guides cannot advance beyond Level IV.
- **Level IV and III guides** are deemed safe to run the river with clients and provide a great experience to our clients. Exceptions may be made, but Level III/IV guides will normally not be scheduled to work on our white-water trips unless there are at least two Level I/II guides for every Level III/IV guide.
- **Level II whitewater guides** meet all the III & IV requirements, plus they consistently hit EVERY rapid on the river the way the management team would like the rapids run. Level II guides must also be Swift Water Rescue certified.
- **Level II nature float guides** meet all the III & IV requirements, plus they consistently run every element of the trip the way management would like it run. This requires extensive knowledge of the Exploits River including history, wildlife, geology, etc.
- **Level I guides** are as above, plus they consistently cover off every other guide to make sure the trip runs perfectly. Guides in this class are true trip leaders and do everything they can to ensure the trip is the best it possibly can be.

Shift priority is dependant on the number of guides required for the trip, but generally will go to the highest-level guide first. Every trip requires at least one Level I guide. Remaining shifts will be filled by Level I or II guides (*at equal priority*), then Level III guides and finally Level IV guides. If more than one guide is at the same level, priority will be given to the guide who has had less scheduled river income over the past 14 days. If there is still a tie, priority will be given to the guide who have been off work the longest.

TRIP LEADER: Each trip will have a designated Trip Leader who will be responsible for the smooth operation of the trip, and responsible to manage all pre-trip and post-trip tasks including the trip debriefing. The position of Trip Leader will typically rotate between the Level I guides.

TRIP LOGS & TEAM DEBRIEFINGS: To be eligible to be paid for a guiding or safety shift guides must keep a detailed river log. They can either log the trip in a physical log book, or use a digital log and email the owners a copy. Pay cheques will not be issued until a guide has presented their logs. The expectations of what the guide's log is to contain will vary by river trip and be communicated in writing by the management team before the guide's first paid shift on that river trip.

In addition, guides are required to attend a short trip debriefing after each trip which will be conducted by the Trip Leader, or a member of the management team. There will also be a short meeting every morning which is optional, but strongly encouraged. The morning meeting allows the management team to communicate the plan for the day to the team and gives the guides an opportunity to voice concerns and ask questions before the day gets started.

REPORTING RELATIONSHIP: All guides report directly to the management team with questions or issues.

EVALUATION OF PERFORMANCE: Guides are evaluated on their diligence in performing assigned duties as well as their skill on the river, attitude, punctuality, dependability, ability to operate as a team player, initiative, and mature judgment. Additionally, guides will be evaluated on the quality of their relationships with co-workers, management and guests, their flexibility and willingness to take direction and their capacity to learn and share their knowledge.

Formal evaluations will occur three times over the season for new guides, or twice for returning guides.

Initial Evaluation: The initial evaluation is for new guides only and will be completed within two weeks of the guide's start date to assess the guide's ability to safely take clients down the river. This formal evaluation is necessary before a guide can advance past Level One.

Mid-Season Evaluation: All guides will be given a formal evaluation the third week of July based on their competency in pre-determined criteria. Criteria will be communicated to the guide by the management team before the first day of work so they are prepared and have ample time to develop the necessary skills. Guides that meet or exceed the standards for the criteria established by the management team will be eligible for an immediate merit increase in pay that will be applicable for the duration of the season.

End-of-Season Evaluation: All guides will be given a formal evaluation at some point during their last two weeks of scheduled employment. The criteria used for this evaluation will be the same as for the Mid-Season Evaluation.

Guides that meet or exceed the standards for the criteria established by the management team will be eligible for a merit increase in pay that will be applicable for 2020 if they choose to return. In addition, guides who exceed the standards for the criteria will receive a larger end-of-season bonus than guides who do not. Bonus can increase up to 100% based on performance.

Multiple Trips: It is quite common to have more than one trip per day. We can run up to three Exploits Canyon trips in a day for example, and it's possible the same guides will work all three runs.

Guide Services - Badger Chute (avg 6.5hrs work time)

- **\$105 /trip (less statutorily required deductions) for normal guide duty**
Rate applies for guide duty on Badger Chute rafting trips that include meals. Most day trips down the badger Chute will be at this pay level.
- **\$85 /trip (less statutorily required deductions) for safety guide**
On single raft trips we send a second guide down as a safety-guide. The safety guide has the same pre & post trip responsibilities, but has less responsibility on the river.

Guide Services - Badger Chute with NO Meal Served (avg 5.0hrs work time)

- **\$85 /trip (less statutorily required deductions) for normal guide duty**
Rate applies for guide duty on Badger Chute rafting trips that do not include meals. Most evening trips down the badger Chute will be at this pay level.
- **\$65 /trip (less statutorily required deductions) for safety guide**
On single raft trips we send a second guide down as a safety-guide. The safety guide has the same pre & post trip responsibilities, but has less responsibility on the river.

Guide Services – Rattling Brook Nature Float (avg 3.0hrs work time)

- **\$45 /trip (less statutorily required deductions) for normal guide duty**
Rate applies to all guided nature float trips.
- **\$40 /trip (less statutorily required deductions) for safety guide**
Rate applies for the second guide on a single-raft nature float trip.
- **\$65 /trip (less statutorily required deductions) for safety guide on self-guided trip**
Rate applies for our safety guide(s) on self-guided nature float trips..

Guide Services – Canyon Run (avg 3.25hrs work time)

- **\$65 /trip (less statutorily required deductions) for guide duty or safety kayak**
Rate applies to all Exploits Canyon shifts.

Additional Paid Work: Occasionally there may be additional work available at the base camp, which is paid at a base rate of **\$13.15/hour (less statutorily required deductions)**. To be eligible for payment guides must record the tasks they completed and the corresponding hours on their electronic timecard. The availability of additional work is not guaranteed and will be awarded to the most suitable employee based on their skill sets and quality of work.

BENEFITS & BONUSSES: Rafting Newfoundland guides earn additional pay based on the following:

- **End-of-Season Bonus:** Each year all guides who complete their employment contract will receive an End-of-Season bonus. Your bonus amount will be a minimum of the total of your accommodations payroll deductions for the 2018 season. Increased bonus may be available based on your performance and on the financial performance of the business. Additional increasing bonuses will be provided for guides who stay longer than Labour Day weekend. A minimum of \$800 in additional late-season bonuses available.
- **Profit Sharing:** Guides that have been with Rafting NL for a minimum of two complete seasons will be eligible for our profit-sharing plan. Based on their formal evaluations, guides in the profit-sharing plan will receive a set percentage of Rafting NL's total net profits. More details will be provided when they qualify for the plan.
- **Free Rafting:** When there is space available, you are always welcome to participate in any of our rafting trips for free on your days off.
- **Shuttle Service & Training Opportunities:** When you are not needed for guide services you can take advantage of unpaid training opportunities. We will provide as much training as you desire as availability

permits. Additionally, we would be happy to provide free shuttle service to give you as much water time as you like, based on shuttle availability.

- **Employee Discount:** Close friends and family of guides may raft on full day trips for \$15.00 per person on a space available basis. Full paying customers will always receive first access to rafting spaces; someone on the friends/family rate could end up bumped off the trip at the last minute if a paying customer shows up for the seat. Management has the right to limit this offer if used in excess.
- **Free Equipment Rental:** With prior approval of management, guides may borrow company boats and equipment for private trips keeping in mind that the guide is personally responsible for any loss or damages and will be required to promptly fix or replace damaged or lost equipment.
- **Wholesale Discount at NRS:** Personal gear can be ordered upon request at discount prices from Northwest River Supplies through Rafting NL for wholesale prices..

TIPS: Tips cannot be expected, but guides do typically receive tips when they deliver their clients exceptional service. At Rafting Newfoundland, our guides typically split all tips earned equally between the guides and safety boater who worked on the trip. Based on previous years, guides can expect an average of \$20 to \$60 in tips per trip. It is not acceptable to suggest clients tip in ANY way.

GUIDE HOUSING: All guides will be charged \$35/week for access to the Riverfront Chalets property including the Guide Villa, Raft Shack and washroom facilities. **By accepting this job offer, you are giving Rafting NL permission to deduct rent from your bi-weekly pay in accordance with this “Guide Housing Policy”.** The accommodations payroll deduction will be a maximum of 10% of your gross earnings. If your gross earnings are too low in a given pay period your outstanding rent will be banked and deducted when your gross earnings allow. **If you complete your employment term you will receive 100% of your accommodations payroll deductions back in the form of an end-of-season bonus** (*minus any damaged property or cleaning fees if you fail to clean before you leave*).

There are several waterfront cabins available for guides to share. All the cabins at our base camp also include free electrical service, propane, water and firewood with access to an outdoor toilet, camp shower, and laundry facilities. *Guides are responsible for keeping the living area (inside and out) clean and presentable always.*

At the end of the season, guides will be responsible for cleaning the cabins and are expected to leave them in “move-in” condition. Guides are responsible for any damages to the cabins, and will be required to fix damages promptly. There will be a final inspection of the cabin prior to the completion of the guide’s contract. **Guides will not be paid their final cheque until their cabin has passed inspection.**

NARCOTICS & ALCOHOL POLICY: EMPLOYEES MAY NOT BE UNDER THE INFLUENCE OF ANY DRUGS OR ALCOHOL WHILE ON BUSINESS TIME FOR RAFTING NEWFOUNDLAND. Violation of this policy will result in immediate termination of employment.

To be very clear, guides that have consumed alcohol, consumed or smoked marijuana, or consumed any form of recreational narcotic within two hours preceding a scheduled shift may not work the scheduled shift even if they do not appear to be intoxicated or under the influence.

Only those employees 19 years old and older will be allowed to consume alcohol or smoke marijuana on Rafting NL or Riverfront Chalets property. At times, guides are invited to the chalets by clients of Riverfront Chalets. Proper conduct must be maintained during these visits. **Excessive drunkenness or disorderly behaviour in view of their clients will not be tolerated and may result in immediate termination.**

SMOKE-FREE POLICY: Rafting Newfoundland presents a smoke free image to our customers. Smoking and chewing tobacco/marijuana is not permitted within view of Rafting NL or Riverfront Chalets customers. Smoking is absolutely prohibited in all Rafting NL or Riverfront Chalets vehicles and buildings (*including guide cabins*). Any employee found in violation of this policy will be subject to appropriate disciplinary action, up to and including termination of employment. Only those employees 18 years old and older will be allowed to smoke or chew tobacco on Rafting NL or Riverfront Chalets property (*19+ for marijuana*).