



ARCTARIS SADDLEBACK
P.O. Box 10
Rangeley ME 04970
Anne.rockwell@saddlebackmaine.com
(207) 280-0545

Saddleback Outdoor Excursions Guide Job Description

May 18, 2021

Status:

Part Time Seasonal (minimum of 20 days per season, able to work weekends and holiday weeks)

Temps (Less than 20 days per season)

Pay Rate: Pay Rates are based on years of experience and level of certification as Registered Maine Guide. The process of how to document time will be reviewed at the beginning of each season by the director.

Teaching rates \$15-\$18 per hour

Other wage potential or increases include gratuities, or performance evaluation.

Work hours: Saddleback Guides are expected to be ready to lead the daily hike, bike, or paddle activity upwards of 10 guests. The primary responsibility is to enhance the lives of our guests by doing everything in her/his power to lead and facilitate a safe, fun, unforgettable outdoor adventure. Guides will report to the outdoor programs desk for assignments. Guides will work closely with the Saddleback Excursion Trip Coordinator to be prepared for pre and post trip logistics, guest service, weather awareness, and emergency medical response. In depth knowledge of equipment, appropriate gear, and remote summer safety is required. Members should expect to be available for a 3.5 hour excursion on their day of service. Staff meetings will be scheduled in advance for the purpose of delivering required safety briefings and information from management. *Instructors are expected to attend clinics as a way to fine-tune their own teaching skills and to share their teaching skills with other staff members.*

Outdoor program members are highly visible as ambassadors of Saddleback. We must always provide outstanding customer service. As professional instructors, we are charged with ensuring that customers are safe and having fun. Safety must take highest priority. You are a valued member of the Saddleback Staff and vital to our future and continued success. By providing a safe excursion into the Maine Outdoors, you help customers see the beautiful Rangeley Region in an entirely new way. We believe life is better lived outdoors and we strive to share this with our guests and community.

Specifics Requirements

- Must be a Recreational Registered Maine Guide.
- Must have current first aid and CPR for healthcare providers

Skills and Knowledge

- Operational guiding/leadership skills
- Strong social and customer service skills
- Use of radios and rescue equipment

Working Conditions

- Work is outdoors and requires exposure to extreme weather conditions.

Principle Responsibilities of Guides:

- Guides will adhere to the Arctaris Saddleback Safety Manual and Employee Manual.
- Deliver outstanding customer service as an ambassador of Saddleback.
- Demonstrate enthusiasm for the outdoors and specific excursion.
- Attend required safety training sessions. You must be signed off on the water sport training for SUP, KAYAK, and Canoe.
- Be on time for excursions, prepared to guide. It is especially important that instructors are well rested and available to teach during holidays.
- Learn and know the procedures in the event that there is an injury on the trip. Complete all accident reports with witness statements.
- Communicate effectively with guests, staff members and the director. This includes instructing members of a group where to meet before and after the trip.
- Communicate conflict situations to the director.
- Report on the job injuries to the director immediately. Accident reports must be completed within 24 hours.
- Be a team player. Compliment the accomplishments of others.
Respect the Saddleback Outdoor Excursion spaces by picking up personal belongings and by using a quiet voice around the desk where a phone is being used.
- Physical Demands: The physical demands of an guide are; lifting, standing, paddling in all conditions, working in extreme weather for long periods of time.

NOTE: This position comes with physical demands, including, but not limited to lifting heavy objects, standing for long periods of times, working in an outdoor environment, withstanding extreme weather conditions & changes in schedules.
Benefits are conditioned upon a current employment status and will be revoked should employment end for any reason.