

## **River Guide Job Description**

Duties may include but are not limited to the following items:

- Have good customer service skills
- Obtain knowledge of all aspects of Resort information
- Knowledge of Rafting Equipment and River Information
- Have a current and valid Driver's License
- Able to lift 50 lbs
- Flexible with job duties
- Obtain / have current First Aid CPR certification
- Able to work all shifts and holidays
- Greet customers as they come in
- Arrive 15 minutes prior to assigned shift
- Follow opening and closing procedures
- Able to work in high pace environment
- Able to multi-task
- Be physically able to row customers down river.
- Have knowledge of the Rogue River.
- Stand and walk for long periods of time in hot environments
- Report to managers when something is broken or needs repair
- Keep a clean and tidy workspace
- Back a van with trailer proficiently under pressure
- Drive van with passengers and equipment proficiently
- Load and unload equipment from vans and trailers includes being able to tie down equipment safely
- Clean and sort equipment at the end of each day
- Communicate with customers safety of usage of equipment
- Possible repair of equipment
- Keep record of equipment inventory for rental and end of day
- Keep track of customer card for returns and non-returns
- Be comfortable to confront customers about behavior at boat ramp and in van