



Position: Attractions Guide (Kayak)

Status: Part-time

Description: Located along Florida's Space Coast in Melbourne, Brevard Zoo is a highly acclaimed institution and one of only 233 accredited by the Association of Zoos and Aquariums. A not-for-profit that receives no recurring government funds for operations, the Zoo relies on admissions, memberships, grants and philanthropy to fund its operations and programs. The Adventure Services Kayak guide leads tours around Expedition Africa.

Responsibilities and duties:

- **SAFETY-** The Guide will lead safe guided tours around Expedition Africa, demonstrating basic paddling skills and communicating paddling instructions when required. At other times the Guide will also be responsible for leading safe train tours around Expedition Africa, demonstrating safe driving skills for heavy machinery and the public. Guides are also expected to demonstrate knowledge of the Wetlands Outpost and Paddleboat/Wetlands kayak tour operations. Guides are responsible for performing routine cleaning and maintenance of Adventure Services equipment and work areas (this includes cleaning and maintenance of the train equipment).
- **LEADERSHIP-** Guides demonstrate a positive attitude and strong work ethic. Guides also portray a positive image of the zoo to the guests at all times. They must demonstrate familiarity with Zoo facility, animals and conservation efforts and communicates that knowledge to guests.
- **COMMUNICATION and CUSTOMER SERVICE-** Guides are expected to demonstrate knowledge of point-of-sale operations for Kayak Beach, the Wetlands Outpost and the train ticket booth. Guides must effectively lead informative kayak tours and train tours around Expedition Africa, demonstrating knowledge of the required animals. Guides must be able to communicate effectively with guests of many different ages, backgrounds and skill levels. A professional, courteous attitude is maintained at all times both with guests and co-workers.
- **EMERGENCY PROCEDURES-** Guides understand all emergency procedures and are able to respond in a calm, professional manner. They work under the direction of the Adventure Services Lead and stand ready to provide assistance in an emergency.
- **RELIABILITY-** Guides must be available to work scheduled hours, be prepared to begin their shift promptly and be in proper uniform including appropriate footwear,

complete with nametag and keys. Guides maintain an ongoing commitment to the successful operation of all Adventure Services areas and follow all policies on a daily basis to carry this out.

Qualifications and Skills:

- Must be able to lift and carry at least 50 pounds.
- Must complete Basic First Aid, CPR and AED training, as well as specific water safety training.
- Ability and willingness to speak to large groups of people in a clear, concise, yet friendly manner.
- Strong commitment to excellent customer service.

Benefits:

- Competitive pay with regular increases
- Optional Dental & Vision Insurance
- Retirement Plan 403b matching
- Paid-time Off (PTO) based on hours worked
- Holiday pay at 2x hourly rate
- Zoo membership (after 90 days) with free passes/zipline passes
- Uniform stipend
- Central Florida Attraction shares