## Q:\Human Resources\Forms and Templates\Templates\Branding\Southern Discoveries Logo Horizontal.jpg

**JOB DESCRIPTION**

|  |
| --- |
|  |

##### POSITION TITLE: Host / Kayak Guide / Diver (if applicable)

##### BUSINESS UNIT: Milford Discovery Centre

**LOCATION: Milford Sound**

|  |
| --- |
|  |

**Position Objectives**

* To ensure a high and safe standard of service to all visitors to the Milford Discovery Centre & Kayaking Operation at all times
* Delivering guided tours both on and off the water
* Cleaning
* Regular scheduled maintenance
* Daily data collection and awareness of safety and hazards

**Reporting Responsibility**

This position immediately reports to the Milford Discovery Centre Manager

|  |  |
| --- | --- |
| **Key Duties**  | **Outcomes**  |
| **1.1 Health & Safety**  | * Under the Health and Safety at Work Act (HSWA) 2015, all staff must take responsibility for health and safety, and ensure wherever practicable and reasonable that they, or others, are not harmed by something they do, fail to do, or do incorrectly.
* Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure.
* Maintain a safe working environment by monitoring safety procedures and equipment.
* Understand how to use equipment effectively in accordance with manufacturers’ instructions.
* Be knowledgeable of procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation
* Adhere to all operating procedures including identifying and acting upon any new hazards or risks.
* Suggest improvements and participate in Health & Safety matters
* Attend and participate in Health & Safety meetings
* Assist passengers in case of emergency, and be observant of guests to ensure general safety
 |
| * 1. **Undertake and apply any safety training that may be required.**
 | * Full awareness of all safety procedures and systems and potential hazards.
 |
| **1.2 Complete daily and periodic cleaning duties.** | * Ensure that the facility is maintained to a high level of cleanliness for maximum customer and staff satisfaction, safety and hygiene, and attractive appearance.
 |
| **1.3 Be physically capable - for example:** | * Lifting and carrying within normal duties
* Be moving or standing all shift (minus breaks)
* Able to assist in all regular scheduled maintenance
 |
| **1.4 Assisting with daily monitoring tasks.** | * Complete science reports and ensure all paperwork is filled out correctly.
 |
| **1.5 Track visitor numbers.** | * Accurately complete all visitor logs.
 |
| **1.6 Key Duties – Inside guiding** | **Nature guiding groups from 1-60 pax** |
| **1.7 Create a memorable experience for visitors.** | * Provide an informative, factual and relevant tour
 |
| **1.8 Create a safe environment for visitors and staff.** | * Be observant of visitor’s actions to ensure their safety.
 |
| **Key Duties – Kayak guiding** |  |
| **1.9 Kayak training** | * Undertake all in house and specific kayak training for the DC kayak operation as specified in the Kayak competency guide.
 |
| **1.10 Kayak Guiding** | * Undertake kayak trips as per the scheduled departures and team roster in accordance to the companies Standard Operating Procedures.
 |
| **1.20 Duties will include, but are not limited to, the following:** | * meeting members of a tour on arrival and making introductions
* setting up and maintaining equipment, and ensuring that equipment is safe and in working condition
* demonstrating and providing instruction in the use of equipment and techniques required for participation
* providing advice on safety measures, and ensuring that activities are conducted in a manner to minimise risk to participants
* responding to emergencies by providing first aid assistance and taking appropriate further action if required
* answering questions and advising on local interest points within a specific region
* maintain written reports of daily activities
 |
| **Key Duties – Diving** | **Only to be undertaken by divers who have been specifically offered the position of DIVER and have a minimum qualification of PADI Rescue Diver** |
| **1.21 Undertaking regular dives on structure and the surrounding areas for the purposes of:** | * Regular maintenance including the cleaning of the underwater windows
* Collection of organisms as and when required
* Routine maintenance of the organisms and gardens as required.
* Any other reasonable diving requests made by employer
 |
| **1.22 Tickets and Diving Certificates** | * All relevant tickets and certificates required to carry out these diving task as specified will be the responsibility of the employee.
 |
| **Key Duties – Training and Certificates** | **These are to be provided by the company and will be undertaken during work** |
| **1.23 LPG Handling** | * Follow industry guidelines in the handling of LPG (moving, connecting etc)
 |
| **1.24 Scuba Tank - Air Filling** | * Follow industry guidelines in filling of scuba tanks. This includes monthly servicing of the dive compressor.
 |
| **1.25 Rescue Craft** | * Become fully competent in the use of the Discovery Centre Rescue Craft in accordance to company SOPs.
 |
| **1.26 All in house training, drills and reviews** | * Responsible for learning and participating in all safety drills, in house training and all reviews of processes and standards of the Discovery Centre
 |
| **1.27 Other Tasks** | * Carry out other tasks that the company may reasonably ask you to complete. You acknowledge that your role may develop to include other tasks in addition to those listed above.
 |

Plus any other tasks that the Employer may reasonably ask you to complete.

You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Position Profile**

The position is best suited to a person with a desire to live and work in Milford Sound, accepting the remoteness of the business, and the climatic and environmental factors that occur in Fiordland.

**Key relationships:**

**Internal**

* Discovery Centre Manager – perform requested tasks efficiently and to a high standard.
* Office Staff – liaise regularly, maintain a good working relationship.
* Boat staff – liaise regularly, maintain a good working relationship.

**External**

* Patrons – serve in a friendly, efficient manner.
* Other companies – when appropriate, liaise in a manner that reflects well on Southern Discoveries
* Ltd.

**Qualifications and Experience**

**Essential**

* Good communication skills and confident public speaker
* Ability to work both under direction and without supervision and as a good team member
* PADI Rescue Diver (or industry accepted equivalent) minimum qualification for divers
* Kayaking qualification/experience (either by a recognized body or some relevant experience that shows a foundation of knowledge of kayaking)

**Desirable**

* Previous experience in a maritime environment.
* Previous experience in a remote location
* A thorough knowledge of Fiordland National Park, and surrounding areas.
* Current First Aid Certificate.

**I have read and understood this position description (please initial each page as acknowledgement)**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**