



Enriching and educating more lives through meaningful connections to nature.

Protect • Preserve • Participate

Job Description: Park Guide Staff: Boat Guide and Zipline Guide

Summary

You will be part of the front lines and the face of our organization; we are encouraging charismatic and guest-oriented people to apply for this position. This part-time hourly position requires flexible hours including weekends and holidays.

Lost River Cave Vision and Mission:

The **vision** of the Friends of Lost River, Inc. is that citizens of all ages in south central Kentucky learn to appreciate the region's natural environments and cultural heritage of Kentucky's Cave Country and become a network of stewards who advocate for the preservation of the environment and the cultural history.

The **mission** of the Friends of Lost River Cave is to enrich and educate more lives through meaningful connections to nature.

Requirements:

1. Interest in local, geology, ecology, and history
2. Ability and interest in public speaking
3. Arriving 5-10 minutes early before shift, must be at assigned post by the beginning of shift.
4. Ability to learn and apply technical information, including but not limited to simple boat motor repair and cash register operations
5. Ability to work in an event setting (i.e. weddings, fundraisers, park hosted events, etc.) where park and personal safety are key factors (complete training provided)
6. Wearing an approved park uniform and exhibiting proper hygiene according to the employee handbook.

7. Must be dependable and able to work in a professional manner
8. High energy level
9. Productive with attention to detail
10. Great customer service skills with customer focus
11. Basic safety knowledge
12. Documentation skills
13. Active listening skills
14. Able to answer phone calls and direct to personnel
15. Ability to analyze information and taking appropriate action to resolve problems
16. Ability to multi-task

Duties:

1. Deliver established programs/tours to a diverse audience and school/senior tour groups of 40 or more people.
2. Answer a variety of guest questions which usually requires knowledge of Lost River Cave events, circumstances, personalities, and natural characteristics identified with the park or park features, such as: Caves, Wetlands, Forest Valley, Barrens Prairie, etc. (complete training provided)
3. Provide a wide range of services to guests, including crowd control, assistance with lost articles; provide information about weather conditions, highway routes, park and facilities, prices, and information on local area attractions.
4. Weekends are required. Availability on major holiday weekends is required (non-negotiable). Vacations and time off requests must be submitted 3 weeks in advance and will be approved in the order they are received.
5. Assist in maintaining the cleanliness of the property via litter control which may require employee to collect trash and/or operate a golf cart. Park guide may be required to work on the Maintenance crew or in the Gift Shop when tours are postponed.
6. Operation of a cash register –ring sales, receives payments, makes change, bag or wrap merchandise and complete related sales records.
7. Assist guests with purchases of merchandise with an emphasis on guest experience and courtesy.
8. Tag items and ensure items are properly marked and assist in inventories.
9. Answering phones and directing calls to proper personnel.
10. Reading the Communication book and following all policies and procedures.
11. Perform housekeeping duties during and end of the day such as cleaning, dusting fixtures and thoroughly cleaning bathrooms including toilets and urinals.
12. Bagging trash from bathrooms and offices and disposing in designated areas.

13. Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
14. Perform general clerical support tasks.
15. Perform additional duties assigned daily, weekly, and monthly.

Physical Demands:

Standing for long periods of time, walking for distances up to 5 miles daily, bending, and lifting moderately heavy items up to 25-40 pounds in a repetitive motion is required. Mental stress and physical fatigue occur due to high volume of personal contacts, occasional emergency responses, repetitive nature of interpretative programs, and operation of a busy visitor center/gift shop. Extreme physical exertion may be required while occasionally working with the maintenance crew or while giving tours inside the cave or at height. Applicant will be required to be in the cave or river or on/in a watercraft for extended periods of time.

Work Environment:

Work is performed in outdoor areas resulting in exposure to extreme temperatures, rain, snow, wind, and direct sunlight. Work will also be performed indoors at the Gift Shop or in the River Birch Meeting Room. Work will also be performed in a cave.

How you will be evaluated:

- Leadership Skills (through initiative, charisma, working within a team setting)
- Ability to communicate orally to diverse groups
- Ability to communicate effectively
- Skill in operation of a busy visitor center/gift shop
- Ability to deliver historical information through prescribed talks/demonstrations

Benefits:

- Temporary seasonal employment with possibility of full time employment
- Flexible part-time to full-time hours for up to six or less months per year
- Direct deposit available.
- Gift Shop merchandise discount of 25%, gift shop food discount of 15%.
- Immediate family can enjoy a free boat tour, family members may also enjoy 25% off zipline tickets.

How to Apply:

- Paper applications may be picked up at Lost River Cave, 2818 Nashville Road, Bowling Green, KY, 42101
- Up to date and accurate resume submitted with application.

Required Documents: *only needed if applicant is selected for position

- Valid forms of required identification
- Auto Insurance-required if selected for event staff/maintenance duties
- Voided personal check for direct deposit