

THE JEWEL OF  THE ROCKIES

MORAINÉ LAKE

L O D G E

Naturalist/Canoe Attendant

Department: Café and Canoes

Reports to: Café / Canoe Supervisor and General Manager

General Description:

The **Naturalist/Canoe Attendant** is part of the **Moraine Lake Lodge** front desk team responsible for guest services, hiking trips and canoe rentals. The main duties include; leading morning interpretive hikes for lodge guests, planning excursions for guests and all duties associated with canoe operations. The Main duties in Canoes include; guest service, cash handling, informing guests of all operational procedures and ensuring safety of all guests renting a Moraine Lake Lodge canoe. The **Canoe Attendant** also conducts canoe lessons in a fun, professional and consistent manner as outlined in the canoe manual. Safety all comes first.

Essential Duties and Responsibilities:

Naturalist Duties

- Ensure quality guest experience by providing consistent and efficient service,
- Follow all procedures as outlined in the Naturalists manual,
- Lead safe and interpretive hikes,
- Ensure all guests sign a hiking waiver form prior to departure,

Canoe Operations

- Follow all procedures as outlined in the Canoes manual,
- Ensure all guests sign a canoe waiver form prior to entering a canoe,
- Prepare accurate daily reports,
- Operate Five Star POS system; perform flawless cash-out upon daily closing,
- Be knowledgeable and promote Moraine Lake Lodge, Cathedral Mountain Lodge, Banff National Park & surrounding areas,
- Performs additional responsibilities, as requested by the Front Desk Supervisor or General Manager.

Safety & Cleanliness

- Promote "Safety First",
- Provide guests with properly functioning life-preserving equipment,
- Maintain a clean work area. General cleanliness of the canoe shed, canoes and dock,
- Follow all procedures outlined in the Health & Safety Manual and Emergency manual,
- Execute any reasonable business directive from the management team,
- Provide guests with properly functioning life-preserving equipment (when working canoes),
- Actively promote a safe work environment.

Team Work & Other Duties

- Assist in housekeeping and perform maintenance tasks during slow periods or when canoe dock is closed,
- Maintain strong communication & relationships with all Moraine Lake Lodge departments,
- Participate and offer information in daily kitchen team meeting and communication logs,
- Maintain a positive working environment.
- Promote Moraine Lake Lodge and surrounding areas. Be proactive in attracting guests to the facility and cross marketing hotel rooms, gift store and food outlets.

Safety Responsibilities

- Take reasonable care to protect your own, co-workers and guests' health and safety,
- Know and follow all Capilano's health and safety policies and procedures,
- Ask for further training before taking on any task that you are unsure of or have not been trained on,
- Cooperate with the JOHS Committee and any person carrying out Occupational Health and Safety duties,
- Use protective clothing, devices and equipment provided and find out what protective equipment is required for each task,
- Ensure your ability to work without risk to your health and safety or any other person's safety is not impaired by alcohol, drugs or other causes,
- Be alert to hazards and immediately report hazards, defective equipment or concerns to your supervisor.

Core Competencies:

Communication skills: Must communicate with guests, team members and management in a courteous and professional manner. Must be able to interpret to our guests in a knowledgeable, informative, accurate, understandable and non-condescending manner.

Guest Service Focus: Must be 100% guest service oriented and understand the needs of a demanding clientele. Must continually search for ways to increase guest satisfaction.

Outdoor Skills: Must have knowledge of and feel comfortable in a backcountry environment. Must be able to carry a backpack with hiking equipment and supplies. Must be knowledgeable and confident when dealing with wildlife encounters. Must be knowledgeable and confident in the use of Bear Spray. Must be adept with the use of two-way radios; communicating with appropriate etiquette and mannerisms.

Work Efficiency: Must be able to work with a minimal amount of supervision, manage time efficiently and handle multiple tasks/demands.

Qualifications:

- Must be 100% guest service oriented, have excellent people skills with a positive & upbeat personality,
- Minimum 1 year of previous Outdoor Adventure experience, involving interaction with guests, preferably in a similar role,
- Currently enrolled in Biology, Natural History or related Degree program, an asset,
- Must be IGA (Interpretive Guides Association) certified (or become so prior to employment),
- CPR or preferably Wilderness First Aid Certificate,
- Must be have POS experience, with guest services and cash handling,

Working Conditions:

- Able to work a variety of shifts including evenings, weekends and holidays, to meet the needs of the business,
- While performing the duties of this position, Team Members are required to be on their feet for extended periods of time,
- Ability to work with outside with varying weather conditions (ex. Extreme Heat, Extreme Cold, Rain, Snow),
- Occasionally required to lift and carry up to 50lbs,
- Occasionally required to lift and climb a step ladder or step stool.