

**Job Title:** Kayak Guide – Level 2  
**Reports to:** Operations Manager  
**Supervises:** any L1 guides  
**Date:** 2025

---

*Terracentric Coastal Adventures delivers world class tours to hundreds of clients each year between April – October. Located in beautiful Lund, BC Terracentric specializes in offering small group/private guided adventure tours that connect our guests to the awe-inspiring natural environment of British Columbia’s west coast. By boat, kayak and on foot (hiking) our local highly experienced guides share the stories of the region, allowing our guests to discover, witness, and learn about this place we call home. We also offer accommodations at our premium guest suite, manage Sunlund RV Park & Cabins and offer programming at an outdoor learning facility to expand the overall experiences offered by Terracentric.*

*We are looking for team members who are passionate about outdoor recreation & tourism that can demonstrate a high standard of customer-focused service, satisfaction, and safety through our spectacular wilderness experiences.*

### **Overall Purpose of the Job**

To provide entertaining and informative day and multi-day kayak tours in a safe and friendly manner that maximizes the customer experience & increase the potential for repeat business. The Kayak Guide – Level 2 is responsible for the overall safety and quality of experience provided to the customer by them and any assistant guides.

### **Primary Responsibilities**

- To Greet & prepare clients for their tours.
- To lead guests on 3- 5 day multi-day kayaking tours within the Desolation Sound area
- To lead guests on 3hr., 6hr., & 8hr. day kayaking tours with a maximum of 6 clients per guide.
- Ensure risk management & safety for all guests.
- Supervision of all assistant guides helping with the tour
- Purchase food, Prepare & cook meals in wilderness environment.
- Ensure that pre & post trip client and company paperwork is completed

### **Secondary Responsibilities**

- Instruct & assist in guide development & contribute to company operational best practices/procedures
- Provide lessons on how to kayak & instruction on local tides, currents, weather etc.

- Observe & mentor younger guides.
- Assist in the preparation & cleanup of tours in terms of food and gear
- Assist with washing and inspecting kayaks & gear before and after tours as needed.
- Assist with other tour & launch site responsibilities as needed.
- General kayak & gear repair and maintenance.

### **Key Results Areas**

- Customer Satisfaction
- Sales and Repeat Business
- Safety & Risk Management
- Maintenance of Equipment
- Staff Management

### **Qualities and Skills**

- Physically fit, friendly, energetic and capable of strenuous exercise with the ability to lift up to 80lbs.
- Strong commitment to providing quality personalized customer service
- Good organizational & leadership skills, particularly in a group management situation
- Ability to share knowledge enthusiastically and in a clear manner
- Conflict resolution skills
- Ability to prepare & cook meals in wilderness environment. Set menus will be given to each guide.
- Foreign language skills (an asset, especially French, German & Dutch)
- Superior knowledge & passion of local marine mammals, our coastal ecosystem & local history
- Understanding of cultural diversity (ex. Indigenous & other cultures)
- Ability to work in all weather conditions & understand how to gauge weather for the safety of clients
- Ability to instruct “Leave no trace” ethics.

### **Qualifications**

- Driver’s License
- SKGABC Level 2 (or be working towards obtaining your qualification)
- Wilderness First Aid – minimum 40 hour, 80 hour preferred
- Restricted Operators Certificate for VHF
- Food Safe
- Post-secondary Education in Outdoor Recreation or Tourism is preferred.
- Gel Coat & kayak maintenance training (will train)

### **Personal Gear Requirements**

- Sleeping bag, tent, thermarest
- Personal waterproof logbook
- Appropriate Guide PFD with whistle & rescue knife
- Appropriate paddling clothes, footwear & dry bags for personal use.

### **Employee Benefits – Value Added**

- An opportunity to work for a leader in the industry in a beautiful area with spectacular wildlife
- Financial Rewards –bonuses, tips
- Team based continual training with opportunities for subsidized professional certifications & growth
- Flexible Work Schedule
- FREE meals on multi-day tours
- First right of Refusal for second-hand equipment sales
- Discounts with retailers for gear
- Free equipment usage for employees
- Employee Discount on services
- Great Company Culture in a family business that works to have FUN!

### **Period of Employment & Compensation**

Late April to early October.

Competitive salary depending on experience and qualifications. Preference is given to those who can commit to a minimum of 2 seasons of employment.

### **Application Requirements**

To apply, please review the following requirements and send us an email to [christine@terraentricadventures.com](mailto:christine@terraentricadventures.com). Please clearly identify the position applied for and include the following information:

- A current resume & cover letter detailing why you are interested in & qualified for the position.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Summary of relevant certifications, achievement dates and renewal dates
- Expected hourly rate & availability dates.

### **Performance Expectations**

#### **Customer Satisfaction**

- Deal with any administration matters in a friendly, efficient, and polite manner.
- Provide an overview of the tour that the customer is about to experience and provide a safety talk based on your extensive knowledge of our operations manual.

- Demonstrate how to enter/exit the kayak safely, provide instructions on correct paddling techniques and how to exit in the event of a capsize.
- Put customers into kayaks/onto water in a safe and timely manner.
- Take responsibility for kayak tours and ensure they are conducted in a safe, friendly and enjoyable manner.
- Maintain control of groups at all times by managing group dynamics and ensuring customers paddle as a group under the supervision of a guide at all times.
- Deal with customer enquiries in an effective and empathic manner. Refer any problems or complaints to someone above you.
- Any other tasks as directed.

### **Sales & Repeat Business**

- At all times, promote TCA Ltd. as a professional business through a neat and tidy appearance (including wearing guide type uniform) and ensuring our high-quality equipment is always clean and well-maintained.
- Encourage repeat business through the provision of entertaining and informative kayak tours that focus on achieving high standards of customer satisfaction.
- Ensure you have a good understanding of other tour itineraries to assist business promotion. Up-sell and cross-sell other TCA experiences by ensuring customers are aware of the wide range of trips we offer, promoting skills advancement, using maps to explain other trips, handing out brochures, etc.
- Take digital photos of the group that are sent to customers following their tour.

### **Safety & Risk Management**

- Check relevant weather and tide forecasts/information to ensure a safe environment and location for each tour. Speak to Operations Manager if alternative site needs to be considered for safety reasons.
- Inspect all equipment to be used prior to each kayak tour and make any necessary adjustments.
- Whilst conducting tours you should be constantly aware of any factors that may affect the safety of the tours such as equipment failures, customer fatigue, weather changes and other external hazards.
- Remain fully conversant with emergency management action plans and search and rescue plans according to TCA Policy.
- Ensure all accidents and incidents are appropriately attended to and reported on by an experienced team member using correct procedures. Ensure all details on relevant form are completed in a timely manner (precise documentation).

### **Maintenance of Equipment**

- Prior to each tour, pack the trailer and go through the checklist to ensure all required equipment is loaded
- Maintain a tidy work environment, return and secure all gear using various systems
- Wash up after tour and go through checklist again to make sure all equipment is returned
- Regular review of gear with the Operations Manager, timely arrangement of any orders required
- Identify any faulty equipment and report immediately to Operations Manager to arrange repairs/replacement

### **Staff Management**

- Direct and guide all relevant team members/assistant guides to act in a professional and customer-focused manner
- Liaise with launch site staff and other team members
- Supervise and manage time and workloads of all team members on tours
- Reflect, in attitude and performance, the standards of TCA Ltd. thereby acting as a role model for other team members
- Update the Operations Manager regarding any problems or issues affecting the performance of team members