



**40 hour per week position or paid internship** *(with overtime opportunities)*

*Late May through the middle of August (approximately 12 weeks). Housing available.*

*Pay range: \$15-\$20 hourly*

Woods & Waters, a guided kayak tour operator and retail shop located in the Les Cheneaux Islands of Michigan's Eastern Upper Peninsula, seeks a summer job or paid internship candidate. Ideally, candidates demonstrating successful skills acquisition, job fit, commitment, and interest during their first season will be considered for a consecutive summer that enhances and expands the development of additional business management, risk assessment, team leadership, interpersonal, and guiding skills.

The successful candidate will gain experience in the day-to-day operations of an independent outdoor recreation-based seasonal business including customer service, public speaking, guiding, risk management, leadership, social media content creation, and retail operations.

Our employees love the outdoors, and the successful candidate must passionately be willing to share that love with others. Candidates must possess strong communication skills, moderate physical stamina, average current computer skills, enjoy learning, and a willingness to proactively and regularly engage with new and diverse people. Woods & Waters exists to lead trips, share knowledge, and sell quality gear to everyone with the intent of being an awesome, trusted, and unbiased partner in human-powered outdoor adventures. Candidates should embody that mission. Sea kayaking skills are a plus, however on-the-job training will be provided *(individuals already possessing valid ACA Essentials of Kayak Touring Trip Leader training would be considered as a Year 2 candidate)*.

**Resumes or inquiries can be submitted to:**

*adventure@woodsandwaters.eco*



### **Year 1: Assistant Kayak Guide and Shop Staff Member**

- Learn, improve, and practice kayak paddling and rescue skills
- Develop kayak guiding skills following the ACA's Essentials of Kayak Touring Trip Leader (Level 2) course outline
- Establish a knowledge base of the Les Cheneaux Islands: history, geography, geology, and ecosystem (flora, fauna, and general nature)
- Open and close the shop based on scheduled shift
- Load, unload, and properly secure paddle craft
- Attend staff meetings and assigned guide training sessions
- Facilitate bookings of guided trips and rentals utilizing on-line software platform
- Verify all liability waivers or acknowledgment of risk forms are signed
- Work in retail shop assisting customers with sales utilizing point of sale system
- Interact with customers: walk-in, over the phone, and via email/social media
- Monitor and manage social media channels, including content creation
- Assign, notify, and confirm staff scheduling
- Maintain and clean gear, watercraft fleet, bicycles, vehicles, trailers, and shop
- Coordinate delivery and retrieval of rentals
- Assist with launches and landings
- Assist as secondary guide
- Communicate with management

### **Year 2: Lead Kayak Guide and Assistant Shop Manager**

- Continue learning, improving, and practicing kayak paddling and rescue skills
- Demonstrate mastery of ACA Kayak Touring Trip Leader (Level 2) skills
- Perform as a lead guide after demonstrating mastery of ACA Kayak Touring Trip Leader (Level 2) skills
- Remain up-to-date with knowledge base of the Les Cheneaux Islands: history, geography, geology, and ecosystem (flora, fauna, and general nature)
- Support the development of future Year One staff
- Run kayak lessons
- Provide daily updates to lead management
- Load, unload, and properly secure paddle craft
- Attend staff meetings and assigned guide training sessions
- Verify all liability waivers or acknowledgment of risk forms are signed
- Work as needed:
  - Open or close shop based on scheduled shift
  - Facilitate bookings of guided trips and rentals utilizing on-line software platform
  - Work in retail shop assisting customers with sales utilizing point of sale system
  - Interact with customers: walk-in, over the phone, and via email/social media
  - Monitor and manage social media channels, including content creation
  - Assign, notify, and confirm staff scheduling
  - Maintain and clean gear, watercraft fleet, bicycles, vehicles, trailers, and shop
  - Coordinate delivery and retrieval of rentals
  - Assist with launches and landings
  - Assist on trips



### **Work Environment**

- Dynamic with periods of high-level of activity
- Work is primarily performed either outdoors or in an indoor shop environment consistent with those typically found in a small tour operator business
- Outdoor work may include exposure to bright sunlight, darkness, humidity, cold, heat, wind, cold water, precipitation, and other outdoor conditions not listed here
- Conditions may at times be physically uncomfortable based on weather
- Exposure and interactions with a wide-variety of customers who represent many different experiences, backgrounds, beliefs, opinions, orientations, body shapes, body sizes, and abilities
- Woman-owned business

### **Candidate Requirements: Shop Staff**

- Possess a clean driving record and pass a criminal background check (*having a record clear of offenses that would indicate security risks or potential harm to staff, customers, children, youth, or other vulnerable persons is imperative*)
- Eagerness to learn and accept constructive critique in acquisition of new skills
- Exhibit a respect for team, customers, the natural environment, and equipment
- Excel in ambiguous and changing environments
- Comfortable making independent decisions
- Take-in and process visual and auditory inputs, including in outdoor environments
- Possess strong observation skills and situational awareness both toward the surrounding environment and customer needs, including awareness of hazards
- Follow instructions and effectively communicate independently
- Manage personal care independently
- Manage personal mobility independently
- Able to safely lift 50 pounds
- Stand up to 50% of the day
- Stoop, bend over, sit in low positions, and move on uneven terrain — including underwater terrain
- Be comfortable stepping into and around water

### **Job Expectations: Shop Staff**

- Be an awesome, trusted, and unbiased partner
- Work flexible shifts; schedule may include split and on-call shifts (*time off may not be consecutive days or previously scheduled*)
- Shifts may extend beyond an 8-hour work day
- Arrive on time for scheduled shifts; if opening the shop, arrive early enough to complete necessary tasks prior to either arrival of customers going on a tour or official opening time



- Employ a risk management mindset
- Engage daily in multiple tasks, or face a variety of issues, and prioritize, act quickly, and appropriately to frequently changing factors and needs
- Maintain a respectful and positive attitude
- Be willing to physically work hard
- Support an environment of learning and trust by acting as a positive role model
- Work cooperatively with other staff members and customers
- Follow job-related directions of any manager or experienced staff
- Demonstrate patience, humor, and the ability to socialize with guests
- Interact with customers as if it's the first time, every time — even if it's the 200<sup>th</sup> time doing/telling/answering X, Y, or Z
- Respect and properly handle medical privacy of customers
- Facilitate customer requests as reasonably able
- Plan or verify routes based on customer abilities, interests, and wind, weather, water, and wave conditions (*with training*)
- Understand weather and wind and how they impact activities (*with training*)
- Read maps and charts with basic proficiency (*with training*)
- Recognize unsafe conditions and hazards (*with training*)
- Respond quickly and appropriately to changing situations based on assessed risks, environmental conditions, and/or customer needs
- Tour Prep:
  - Communicate customer information to assigned guide(s)
  - Review route plans with guide and document on chart
  - Assist with preparing gear based on known customer information and conditions
  - Help load shop vehicle(s) and trailer(s)
- Instruct customers and guests with how to properly secure PFDs
- Perform repetitive tasks
- Maintain paperwork associated with rentals and tour schedule board
- Stay on top of day-to-day tasks
- Insure proper use, security, cleanliness, and care of all equipment and shop
- Communicate any operational incidents or repair/service needs to lead management
- Follow through on ensuring service and repairs take place
- Maintain inventory in both comfort kits and first aid kits
- Perform work off-site based on customer needs
- Hook-up trailer to a vehicle and back-up a vehicle with an attached kayak trailer (*with training*)
- Wear clothing that is clean, well repaired, and free of any polarizing messaging
- Abstain from consumption of alcohol or any marijuana products at least 10 hours before scheduled shift (*showing up for work under the influence of alcohol, marijuana, or any other illegal substances will not be tolerated*)
- Job expectations may be modified; updates will be communicated



### **Candidate Requirements: Guides**

- Current CPR certificate and Basic First Aid within the past 4 years (*current Wilderness First Aid or Wilderness First Responder preferred but not required*)
- Possess a clean driving record and pass a criminal background check (*having a record clear of offenses that would indicate security risks or potential harm to staff, customers, children, youth, or other vulnerable persons is imperative*)
- Eagerness to learn and accept constructive critique in acquisition of new skills
- Excel in ambiguous and changing environments
- Comfortable making independent decisions
- Take-in and process visual and auditory inputs, including in outdoor environments
- Possess strong observation skills and situational awareness both toward the surrounding environment and customer needs, including awareness of hazards
- Exhibit a respect for team, customers, the natural environment, and equipment
- Follow instructions and effectively communicate independently
- Manage personal care independently
- Manage personal mobility independently
- Breathe independently (i.e., not require medical devices to sustain breathing)
- Independently maintain sealed airway passages while under water
- Independently hold head upright without neck / head support
- Able to safely lift 50 pounds
- Stand up to 50% of the day
- Stoop, bend over, sit in low positions, and move on uneven terrain — including underwater terrain
- Be comfortable in, on, and around water
- Swim 100 yards, or metric equivalent, using the freestyle stroke
- Be in generally good physical condition to engage in on-going physical activities lasting more than 2 hours
- Independently turn from face-down to face-up and remain floating face up while wearing a properly fitted PFD
- Maintain a safe body position while attempting skills, activities, and rescues related to paddling
- Get in/out of a kayak independently from dry land, shoreline, or docks (*with training*)
- Sit in a sea kayak cockpit between 2- and 8-hours daily
- Paddle a kayak daily while maintaining proper technique between 2- and 8-hours daily (*with training*)
- Independently get out and from under a capsized kayak (*with training*)
- Reenter the kayak following deep water capsize independently or with a reasonable amount of assistance (*with training*)



- Provide the following personal paddling supplies\*: water bottle, snacks, paddling appropriate shoes and clothing, hat, sunscreen, insect repellent, sun glasses, eyeglass retainer, protective clothing for heat or cold, rain gear, rescue knife/multi tool, personal phone, gear bag, and/or other basics not listed here (*gear directly related to the act of guiding will be provided by Woods & Waters, including use of a wet suit, kayak, PFD, paddle, marine radio, tow belt, paddle float, bilge pump, sponge, and first aid kit; guide will be financially responsible for allocated gear if lost or damaged*). \*Personal paddling gear may be purchased with an employee discount from Woods & Waters.

### **Job Expectations: Guides**

- Be an awesome, trusted, and unbiased partner
- Work flexible shifts; schedule may include split and on-call shifts (*time off may not be consecutive days or previously scheduled*)
- If on-call, be prepared to report for a trip within 30 minutes
- Shifts may extend beyond an 8-hour work day
- Maintain your guide kit, including testing your safety equipment monthly
- Practice continual risk assessment for self and guests
- Engage daily in multiple tasks, or face a variety of issues, and prioritize, act quickly, and appropriately to frequently changing factors and needs
- Maintain a respectful and positive attitude
- Be willing to physically work hard
- Support an environment of learning and trust by acting as a positive role model
- Work cooperatively with other staff members and customers
- Follow job-related directions of any manager or experienced staff
- Respect and properly handle medical privacy of customers
- Provide awesome experiences to every guest, connecting our guests to the history, culture, and nature of the local area as well as to the sport
- Demonstrate humor and the ability to socialize with guests
- Be patient with clientele since they are mostly beginners
- Interact with customers as if it's the first time, every time — even if it's the 200<sup>th</sup> time doing/telling/answering X, Y, or Z
- Assist guests, as appropriate or requested, with instructing paddling techniques and skills
- Facilitate customer requests as reasonably able
- Understand weather and wind and how they impact activities (*with training*)
- Read maps and charts with basic proficiency (*with training*)
- Understand and follow navigational aids (*with training*)
- Recognize unsafe conditions and hazards (*with training*)
- Respond quickly and appropriately to changing situations based on assessed risks, environmental conditions, and/or customer needs
- Follow tour and rescue priorities of: **1. people, 2. boats, 3. gear**



- Lead by example in wearing appropriate clothing for the conditions, erring on the side of immersion safety, as well as clothing that is clean, well repaired, and free of any polarizing messaging
- Tour Prep:
  - Plan a route based on wind, weather, water, and wave conditions (*with training*)
  - Assemble guide gear
  - Arrive a minimum of 30 minutes prior to scheduled tour
  - Request information from shop staff regarding customer abilities, interests, etcetera
  - Review route with shop staff and refine; post route to chart
  - Prepare tour gear based on known customer information and conditions
  - Load shop vehicle(s) and trailer(s)
- Develop and deliver an approved beach talk
- Instruct customers and guests with how to properly secure PFDs
- Ensure participants continue to wear a properly secured PFD
- Assist participants with getting in to and out of their kayaks
- Provide narration along the tour route and engage in conversation
- Objectively discuss environmental conservation and climate change
- Avoid hot button topics such as religion, politics, sex, and gender
- Follow Leave No Trace principles
- Respect private property
- Maintain a maximum ratio of 6 kayaks to 1 guide ratio (2 guides on Big Canoe trips)
- Insure proper use, security, cleanliness, and care of all equipment
- Document resources used and basic trip report in booking software
- Communicate any operational incidents to management and fill out an Incident Report
- Set aside or flag items needing repairs or service; inform shop staff or management
- Perform repetitive tasks
- Stay on top day-to-day tasks you are responsible for completing
- Perform work off-site based on customer needs
- Hook-up trailer to a vehicle and back-up a vehicle with an attached kayak trailer (*with training*)
- Abstain from consumption of alcohol or any marijuana products at least 10 hours before scheduled shift (*showing up for work under the influence of alcohol, marijuana, or any other illegal substances will not be tolerated*)
- Job expectations may be modified; updates will be communicated