



Corporate Office: 7551 Summer Leave Lane Columbia, MD 21046
Base Camp: Savage Mill 8600 Foundry Street Savage, MD 20763
Ph: 301 725-1313 Fax: 301 725-0445 mbaker@terrapiadventures.com
www.TerrapinAdventures.com

Job Title: Guide Both Full Time and Part-Time Openings
Reports To: Operations Manager and Chief Adventure Officer

Duties & Responsibilities:

- Lead guests on tours including zip lines, climbing wall, challenge course, kayaking, mountain biking, hiking, fishing, geo-caching, river tubing, team building of both youth and adult groups.
- Build strong relationship with guests explaining eco-tourism aspects (local flora, fauna, geology, history, fun facts)
- Demonstrate ability to build trust, confidence and good communication
- Communicate with guests and staff in professional and friendly manner that instills trust, support and creates lasting memories
- Assess the safety functionality of all adventure equipment prior to use. Makes sure that adventure course is clean of trash, safe and in good working order
- Monitor and provide a safe and fun environment for all guests and ensures that everyone adheres to company safety procedures
- Maintains all adventure and office apparatus ensuring that equipment is clean, orderly and accounted for & reconciled each day
- Act as positive ambassador whenever asked about company and its service offerings
- Answer phones, complete maintenance logs, makes reservations, registers guests, conduct business transactions, and collects fees for tours, food, store sales
- Works in office with making sales, taking reservations, and orienting guests as needed
- Promote the business by attending events, calling prospective clients and helping distribute material about TA
- Creating memories by taking pictures of guests during tours.

Required Experience & Qualifications:

- Friendly and passionate about working in outdoor adventure eco-tourism industry
- Very good at communicating to guests in a confident and amicable manner
- Be in excellent physical health and able to handle physical aspects of running tours, conducting safety rescues, assisting guests
- Works well with staff at creating a safe, fun and enjoyable workplace
- Enjoys working and teaching people new skills and is patient with those who do not pick up skills quickly
- Comfortable leading groups ranging in age from children to older adults
- Able to assess and diffuse difficult situations
- Physically able to teach and rescue guests from precarious situations including lifting guests and performing first aid
- On the fly problem solver
- Able to work variety of shifts
- Previous outdoor guiding and recreation management education a plus. Also prior related environmental studies a plus.
- Skills in climbing, belaying, mountain biking, kayaking, working with ropes, sailing, using GPS systems for geo-caching a plus
- Must be proficient swimmer.
- Knowledge of equipment, courses, geography, geology, history, ecology, and wildlife of area
- Comfortable using computer including Microsoft Office applications and Internet
- Comfortable using general office equipment including computers, phones, faxes, credit card machines, printers, cash register etc.
- Subject to criminal background and random drug tests
- Ability to drive 15 passenger van and has clean driving record
- Certified in first aid and CPR
- Must be at least 18 years old.