



Campbell River Whale Watching and Adventure Tours

Toll Free: 1-877-909-2667

Local: 1-250-287-2667

info@campbellriverwhalewatching.com

www.campbellriverwhalewatching.com

Guide Job Description

Summary of Position

As a member of the Guide Team with Campbell River Whale Watching and Adventure Tours you are responsible for the safety, enjoyment and positive experience of your guests. Guides are our boat captains, naturalists, and service professionals all wrapped into one! The ideal candidate will have a passion for educating and sharing knowledge with our guests about the marine environment, conservation and sustainability initiatives.

Job Type: Seasonal, Part-Time/Full-Time, April to late October

Compensation: Starting at \$24.50 per hour or higher depending on experience

Required Qualifications:

- Small Vessel Operator Proficiency (SVOP)
- Small Non-pleasure Domestic Vessel Basic Safety (SDV-BS) or MED-A3 or equivalent
- Marine Basic First Aid or equivalent
- Radio Operators Certificate Marine (ROC-M) or equivalent
- Willingness to obtain the MERS Naturalist certification (unless already obtained)
- Willingness to obtain CBVA Level 1 certification (unless already obtained)

Principle Responsibilities:

- Safely navigate the tour area in dynamic weather conditions
- Operate 12 passenger RHIBs and/or Covered Vessels
- Follow all procedures and policies outlined in the CRWW Employee Handbook, the CRWW Emergency Response Plan, the Campbell River Area Operator's Code of Conduct and the NIMMSA Code of Conduct
- Follow all Transport Canada policies, local laws and commercial whale watching regulations, including operating vessels in a responsible manner around wildlife
- Participate in regular safety drills and training
- Communicate regularly and efficiently with management and/or the office
- Ensure vessel is stocked with necessary safety equipment before leaving the dock
- Pre-trip prep, including but not limited to engine checks, electronics checks, and stocking of necessary lunch supplies
- Completion of pre- and post-trip paperwork and log books
- Deliver a pre-departure talk with guests related to safety and the trip outline, answer questions and distribute flotation suits as required
- Post-trip cleanup, including but not limited to vessel refueling and vessel cleaning
- Ensure the comfort and safety of guests at all times
- Maintain an awareness of surroundings and use best judgment in decision making
- Provide or assist in rescue operations and first aid attention if required
- As a representative of Campbell River Whale Watching, maintain a friendly and professional attitude at all times
- Share information and knowledge of the local area, wildlife and history including First Nations history



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- Work professionally with company partners and industry members in the field
- Serve guests lunch and snacks as required
- Take photos of guests, marine wildlife and trip highlights
- Inspire guests and reiterate an ethic of conservation and sustainability

Desired Skills and Knowledge:

- Experience operating similar vessels
- Ability to work alone
- Knowledge of the Discovery Islands and surrounding areas
- Knowledge of local marine wildlife and other wildlife
- Knowledge and understanding of tidal currents, marine weather and related topics
- Understanding of guests needs and ability to accommodate
- Ability to communicate clearly and effectively with guests
- Flexible schedule and willingness to work long days
- Strong organizational and time management skills
- Mechanical skills
- Ability to problem solve
- Ability to remain calm in stressful situations

About Campbell River Whale Watching

- We are Campbell River's largest and busiest whale watching organization, offering a variety of tours aboard a variety of vessels
- We have won multiple awards related to Sustainability and Eco-Tourism
- We are a tight-knit team who love our jobs and the opportunities that they present
- We are always looking for the opportunity to promote from within and support employees within their respective careers
- We are an equal opportunity and inclusive employer and we value diversity. We work hard to create a culture that does not discriminate on the basis of race, colour, religion, sexual orientation, age, national origin, marital status or disability status