JOB DESCRIPTION

POSITION: **Activities Guide** REPORTS TO: **Ground Operations Manager**

 POSITION TYPE: **FULL-TIME**  FLSA STATUS: **NON-EXEMPT**

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Provide excellent customer service by serving as the guide for our UTV Mountain Experience, History Tour and Sunset at the Secret Place excursions. This position is also responsible for washing the UTV’s, completing set up and various other tasks associated with the Activities Department. Strives to model the Pursell Farms core values in the completion of their work.

**ESSENTIAL JOB FUNCTION:**

* Perform all guest contact activities or guest request with a cordial, efficient, and professional manner while maintaining a commitment to excellence
* Constantly communicate all concerns to correct department manager
* Maintain exceptional levels of cleanliness in all areas including vehicles used for activities and back of house work areas
* Welcome guests for activity, provide orientation, engage guests throughout the activity, anticipating and fulfilling all guest needs.
* Set up vehicles and other amenities in advance of excursions
* Wash any vehicles used, return supplies and follow all other defined procedures for excursions
* Assist in transporting guests when needed
* Ensure strict adherence to defined service standards and essentials when completing all tasks
* Communicate any pass on’s and all pertinent information as needed
* Perform all other duties as assigned

**REQUIRED WORK HABITS:**

* Have regular attendance and report to work on time
* Work as a team and communicate/ interact well with other teammates
* Be detail oriented
* Exhibit dependability
* Ability to problem solve

**DESIRED SKILLS AND QUALIFICATIONS:**

**Education:**

* High school diploma or equivalent experience.

**Experience:**

* Three to twelve months of employment in a related customer service or outdoors position with this company or other organizations.

**Skills and Abilities:**

* Requires having a sociable, outgoing, lively and guest service-oriented demeanor.
* Working knowledge is generally learned on-the-job.
* Communicate information and hotel services to management, staff and guests.
* Able to lift, push, and carry chairs, tables, etc.
* Stand and move continuously for long periods of time.

**PHYSICAL JOB REQUIREMENTS: (essential functions only)**

**Lifting/Pushing/Pulling/Carrying**: Must be able to lift and move up to 40lbs with or without assistance-chairs,

tables and equipment- 50% of time

**Pushing /Pulling**: Must be able to push and pull carts or rolling devices- 50% of time

**Bending/Kneeling:** Must be able to bend and kneel during set up and break downs- 25% of time

**Mobility:** Must be able tomove freely around the premises on foot- 75% of time

**Continuous Standing:** May be required to stand for extended periods of time in the course of preparing spaces or escorting guests-75% of time

**Climbing Stairs:** May occasionally need to climb stairs-20% of time

**Ladders:** May occasionally need to climb ladder during setups- 10% of time

**Work Environment Inside:** 50% of shift; Outside:50 % of shift.

**Describe any abnormal temperature exposures:** May be exposed to extremes in heat and cold during the course of the shift going in and out of buildings and from location to location

**Hearing: Critical X Moderate Minimal**

**Explain:** Communicate with supervisor, co-workers, and guests.

**Vision: Critical X Moderate Minimal**

**Explain:** View set-up; serve guests.

**Speech: Critical X Moderate Minimal**

**Explain:** Communicate with supervisor, co-workers, and guests.

**Literacy: Critical X Moderate Minimal**

**Explain:** Read & understand instructions

**Chemicals/Agents:** N/A

**Protective Clothing:**  N/A

**Equipment Operation:** Golf carts, small electronics, household appliances, computers

**Other Considerations:**

**The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to note ALL duties, responsibilities or qualifications of the job.**