

# Pacifica Paddle Sports - Evening Tours Lead

## JOB DESCRIPTION



This is an addition to the regular guide/ instructor job description, and all those requirements and responsibilities apply here as well. Evening Tours consist of Glow, Sunset, and Sunset/Fireworks. Social Paddle will also fall in this shift, so you'll also set up and/or co-lead socials. Glow Tours are a magical bucket list experience, and it's up to the guides to consistently deliver top quality tours. The evening tours lead will ensure this happens by leading and training the team, and monitoring for quality through the season.

## RESPONSIBILITIES INCLUDE:

The Customer Experience must be delivered consistently, according to the Training Manual. On top of this, organizing the staff and the equipment is essential to keep the tours running smoothly.

1. Organize gear specific to evening tours, keeping lights charged, boats clean and sprayskirts ready
2. Assist with training guides and workshopping their storytelling early season
3. Ensuring efficient guest check ins and setup, so back to back tours start on time
4. Assist the scheduler with scheduling evening guides
5. Work alongside the Assistant Manager, learning office procedures and the tour booking program.
6. Capture weekly footage for social media

## REQUIREMENTS

1. Leadership experience
2. Strong communication and people skills
3. Strong organizational and problem solving abilities
4. Willingness to work evening shifts, increasing from once a week in May up to 5 nights in August.

To apply, submit resume and cover letter online to E-J Frederiksen [ej@pacificapaddle.com](mailto:ej@pacificapaddle.com) and Tom Humphreys [tom@pacificapaddle.com](mailto:tom@pacificapaddle.com)