

JOB DESCRIPTION

JOB TITLE AQUATICS GUIDE	DATE CREATED NOVEMBER 30, 2021	DATE REVISED SEPTEMBER 16, 2023
JOB CODE CC AQUATICS GUIDE	PREPARED BY MANAGER PRIVATE DESTINATIONS	
DEPARTMENT OPERATIONS	REVIEWED BY HEAD OF HR, SHORE EXCURSIONS MANAGER	
DIVISION SHORE EXCURSIONS	APPROVED BY DIRECTOR PRIVATE DESTINATIONS	
POSITION REPORTS TO LEAD SHORE EXCURSIONS	FLSA STATUS (FOR GLOBAL COMPENSATION USE ONLY) ____ Exempt ____ Non-Exempt	
DIRECT REPORTS NONE	JOB FAMILY (FOR GLOBAL COMPENSATION USE ONLY)	

POSITION SUMMARY:

The Aquatics Guide is a versatile professional and pivotal position in ensuring guest satisfaction through the delivery of top-tier hospitality and safety standards within tours, attractions, and excursions on the Destination. This multifaceted role encompasses group instruction, safety enforcement, and specialized land, water, and height rescues. The Aquatic Guide role thrives on guest interaction, fostering a positive work atmosphere, prioritizing customer service, and delivering safety across all activities.

The Guide specializes in leading and overseeing tour participants, ensuring safety, enhancing the guest experience, and executing flawless operations in activities like Ziplining, Kayaking, Wave Jet, and other experiences as directed by the Shore Excursions Lead. The core focus remains on guest safety, immediate response to emergencies, and proficient execution of advanced life-saving procedures in various environments.

Emotional resilience is paramount as the Aquatics Guide must maintain composure and rationality during high-stress situations, effectively managing their reactions and making sound decisions even in challenging circumstances. The role may also entail support for other aquatic activities and participation in the lifeguard program. Essential qualifications include exceptional guest engagement, meticulous attention to detail, a proactive problem-solving approach, unwavering concentration, strong swimming prowess, proficiency in CPR/First Aid, and comprehensive knowledge of our products and services.

All duties and responsibilities are performed following Royal Caribbean International's Brand Standards, the Royal Way philosophy, Company policies, and SOPs, Public Health, Safety, Security, and Environmental Guidelines. All tours, attractions, and guides undergo rigorous third-party reviews to ensure the highest quality and safety standards.

This Job Description in no way states or implies that these are the only duties performed by the Destination Team Member occupying this position. All Team Members may be required to perform any other job-related duties assigned by their Supervisor or Management. The nature of this job requires daily interactions with internal and external stakeholders.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensures safety and guest satisfaction by teaching and instructing activity techniques, safety, and the correct use of equipment, including but not limited to, equipment use, boundaries, routes, safety information, weather concerns, communication procedures, and emergency protocol.

- Delivers experiences so Guests feel confident and capable in new activities and enables the Guests to overcome challenges to succeed including delivery of clear and concise briefings
- Provides expert advice to Guests on equipment use and fit ensuring they are using the correct type and size.
- Leads, guides, and supervises Zipline, Kayak, Wave Jet Tours, etc. in a safe and responsible way.
- Communicates positively and enthusiastically with Guests while identifying nature and points of interest within the environment.
- Manages and controls large diverse groups of varying abilities, backgrounds, and ages. Demonstrates and leads a safety-first culture in all activities.
- Demonstrate a keen ability to interpret body language cues, respond effectively, and adeptly manage a variety of interpersonal situations.
- Applies sound logic and reasoning to assess situations and exhibits the capacity to adapt within the established protocols to manage various scenarios.
- Uses clear and professional communication while using the radio channel provided for the operation.
- Exemplifies strong time management skills, conducts tours in a timely manner, and effectively prioritizes and completes tasks.
- Demonstrates effective teamwork while maintaining a high degree of autonomy and self-driven productivity. Sets up and close working areas as per schedule following all protocols.
- Turns challenges into opportunities by actively listening to and quickly resolving Guest complaints.
- Acknowledges distress signals, maintains a calm demeanor, and responds actively to any emergency (on land, in water, or at height) and/or assist if needed as per Company procedures.
- Inspects areas and reports any structural and/or operational issues to the Management according to company and manufacturer standards.
- Communicates clearly and concisely to Guests, Team Members, and Management in both verbal and written format.
- Maintains communication equipment and ensures it is in good working order.
- Trains new Team Members on tour and guiding procedures.
- Cleans and conducts safety checks on all guiding equipment including but not limited to, kayaks, paddleboards, paddleboats, wave jets, boats, rescue equipment, EZ dock, Zipline equipment, etc.
- Conducts general maintenance of all equipment including but not limited to, kayaks, paddleboards, paddleboats, wave jets, boats, rescue equipment, EZ dock, dock anchors, and Zipline equipment (i.e., harnesses, safety straps, carabiners, trolleys, lanyards, ropes, braking system, pulleys, etc.). Removes, replaces, and reports any malfunctioning parts to the Management. Writes reports and completes maintenance logs on a daily, weekly, and monthly basis.
- Maintains knowledge of all Destination tours and activities to manage customer inquiries.
- Participates in the building or repairing of floating docks, buoy lines, other equipment as directed by the Management.
- Maintains cleanliness and integrity of the assigned position. Adheres to a Company confidentiality agreement.
- Maintains Company designated lifeguard certification, above average fitness level, swimming, rescue, CPR/First Aid skills and Rope rescue qualification.
- Delivers tasks and trainings under conditions that are always audit ready. Participates in third-party inspections of the operation and maintenance of attractions.
- Participates in trainings and meetings. Notifies the Manager regarding work schedules and time records.
- Acknowledges and greets Guests, Visitors, and Team Members in public spaces with a warm, friendly greeting.
- Ensures personal appearance, personal hygiene, and uniform appearance are always by Company policy. Maintains a safe and sanitary environment for Guests and fellow Team Members.

FINANCIAL RESPONSIBILITIES

- Takes care of and ensures all operational equipment is in good condition. Ensures used equipment and tools are cleaned and properly stored at the end of the day or after completing a task.
 - Manages rescue equipment inventory and maintains expert knowledge on how to use it.
 - Sells and upsells all revenue-generating products. Reports waste. Actively looks for ways to reduce waste and costs.
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QUALIFICATIONS:

- A High School Diploma or equivalent vocational training is required. Ability to perform basic math functions.
- Two (2) years of experience in a similar role (guiding/teaching).
- Qualifications in rescue, lifeguarding, and first aid advantageous with expertise in rope rescues considered a valuable asset.
- Proven group supervision experience and ability to manage guide groups. Climbing experience is desirable.
- Ability to pass a Company-required swim test and gain Company designated lifeguard certification and first aid certification
- Ability to obtain National Fire Protection Association (NFPA) Rope Rescue certification.
- Ability to work positively and cooperatively in a diverse international environment.
- Knowledge of customer service, needs assessment, problem resolution, and achievement of quality service standards.
- Demonstrated aptitude for the management of headcount on tour. Effective verbal communications skills.
- Previous experience in sales or the ability to sell, upsell and cross-sell products and services is an advantage.
- Experience to drive boats or the ability to learn and develop the skills is required.
- Ability to work under pressure without losing concentration and attention to the details.
- Ability to operate and perform maintenance on a variety of water equipment such as but not limited to scuba equipment, boats, wave jets, kayaks, and more.

LANGUAGE REQUIREMENTS:

- Ability to speak English clearly, distinctly, and cordially with Guests, Team Members, Contractors, and Vendors.
- Ability to read and write English, to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from Guests, Managers, and Team Members.

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the Team Member is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste and smell. The Team Member must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- All Destination Team Members must be physically able to participate in emergency life-saving procedures and drills. Full use/range of motion of arms and legs as well as full visual, verbal, and hearing abilities are required to receive and give instructions in the event of an emergency.
- Must be physically fit and demonstrate a non-stop 300 meters swim (no backstroke), 2 min water tread without use of hands, and dive 3-4 meters to the ocean floor picking up a 10 pounds weight. Only 1 attempt is permitted, all events are to be carried out consecutively (with no rest in-between) within 30 minutes.
- Ability to pass a physical test.

WORK ENVIRONMENT:

- Outdoor environment where high temperature, precipitation, and humid temperatures are experienced.
- While performing the duties of this job, the Team Member is required to work outdoors in extremely humid and hot conditions for an extended time, walking in sand and on uneven surfaces.
- Must be comfortable working on heights and utilizing the climbing gear.

RECEIVED AND ACKNOWLEDGED BY TEAM MEMBER			
I have read the Job Description above. I have asked and had answered any questions I had.			
ID #	NAME	SIGNATURE	DATE