



## JOB DESCRIPTION

<b>JOB TITLE</b> AQUATICS GUIDE		<b>DATE CREATED</b> JUNE 4, 2021
<b>JOB CODE</b>	<b>PREPARED BY</b> PRIVATE DESTINATIONS TOURS & ATTRACTIONS MANAGER	
<b>DEPARTMENT</b> OPERATIONS	<b>REVIEWED BY</b> HEAD OF HUMAN RESOURCES, OPERATIONS DIRECTOR	
<b>DIVISION</b> SHORE EXCURSIONS	<b>APPROVED BY</b> SENIOR MANAGER PRIVATE DESTINATIONS	
<b>POSITION REPORTS TO</b> LEAD SHORE EXCURSIONS	<b>FLSA STATUS (FOR GLOBAL COMPENSATION USE ONLY)</b> ____ Exempt      ____ Non-Exempt	
<b>DIRECT REPORTS</b> NONE	<b>JOB FAMILY (FOR GLOBAL COMPENSATION USE ONLY)</b>	

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### POSITION SUMMARY:

The Aquatics Guide has a dynamic outgoing demeanor with a passion for delivering industry leading customer service while demonstrating exemplary skills. This position demonstrates a high level of integrity in all assigned tasks. The role engages with guests and guides shore and water activities such as Flightline, wave jet, kayaks, and other excursions as required by the management. The Aquatics Guide responds to any type of emergency and performs lifesaving procedures.

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.

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.

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### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Delivers clear instructions for tours and activities to guests including but not limited to, rules, restrictions, routes, safety information, weather concerns, communication procedures, and emergency protocol.
- Helps guests with correct type and size of equipment for each attraction and activity.
- Guides Flightline, kayak, wave jet tours, etc. in a safe and responsible way. Assists in parasail operation when required.
- Interacts with guests, identifies, and shows guests interesting features in the environment, and monitors safety.
- Demonstrates control of large groups of guests of different ages and abilities. Leads a safety-first culture.
- Conducts clear and concise briefings and instructions. Uses clear, concise, and professional communication with everyone in person, over the radio, and in written format. Maintains communication equipment in good order.
- Displays advanced time management skills, arrives on time to work, and from breaks, and follows tours' schedule.
- Demonstrates effective teamwork and excellent customer service.
- Actively seeks solutions for operational and guest situations, seeks further assistance if needed.
- Acknowledges signals of distress, maintains a calm demeanor, and responds actively to an emergency as required.
- Communicates with the management if any structural and operational issues arise.
- Communicates clearly and concisely to guests, Team Members, and Management in both verbal and written format



- Conducts safety checks and general maintenance on equipment including but not limited to kayaks, paddle boards, wave jets, boats, rescue equipment, EZ dock, Flightline equipment (i.e., harnesses, safety straps, carabiners, trolleys, lanyards, ropes, braking system, pulleys). Removes, replaces, and reports any malfunctions.
  - Writes reports and accurately completes maintenance logs as required.
  - Reports, documents, and follows up with any accidents, injuries, or incidents.
  - Participates in trainings and meetings with management as required.
  - Trains new team members on tours, activities, and guiding procedures.
  - Maintains knowledge of all destination tours and activities to manage customer inquiries.
  - Sells and upsells tours, activities, and revenue generating products.
  - Follows opening and closing procedures of the areas as per schedule or as instructed by the management.
  - Maintains positive attitude, adapts to change, seeks solutions to challenges, and asks for assistance when required.
  - Adheres to the Company confidentiality agreement regarding any confidential information.
  - Acknowledges and greets guests, visitors, and team members with a warm, friendly greeting.
  - Ensures personal appearance, personal hygiene, and uniform appearance are always in accordance with Company Policy. Maintains a safe and sanitary environment for guests and fellow team members.
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#### **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, retail, equipment inventory par level and provides feedback to management. Maintains expert knowledge on how and when to use it.
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#### **QUALIFICATIONS:**

- A High School Diploma or equivalent vocational training required.
  - Minimum two (2) years of experience in a similar role (guiding or teaching). Lifeguard experience and qualification is an advantage.
  - 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 work positively and cooperatively in a multicultural environment.
  - 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.
  - Knowledge of principles and processes for providing customer and personalized service including needs assessment, problem resolution, and achievement of quality service standards
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#### **LANGUAGE REQUIREMENTS:**

- Ability to speak English clearly, distinctly, and cordially with guests. French, Créole, and other languages are an advantage.
  - Ability to read and write English, in order 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.
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#### **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 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 to 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 one attempt is permitted. All events are to be carried out consecutively (with no rest in-between) within 30 minutes.
- Must be comfortable to work at heights and utilize climbing gear.

**WORK ENVIRONMENT:**

- Destination outdoor environment where high temperature, precipitation, and humid temperatures are experienced.
- While performing duties of this job, the team member is required to work outdoors in all weathers including extreme humid and hot conditions for extended periods of time.
- This is a position where duties are exercised outdoors, walking in sand, uneven surfaces, and at height.

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