

Job Title: Outdoor Tour Guide

Employer: Nature Nuts Adventure Travel

Location: Seattle, WA

Employment Period: late March/early April 2020 through September/October

Employment Type: Full-time, Part-Time, On-Call/Flexible

Wages: \$15-\$20/hour DOE + tips (average \$100-\$300/day)

Job Description

Guide Unforgettable Small-Group Outdoor Tours and Experiences from Seattle!

Nature Nuts Adventure Travel takes small groups (2-12 travelers) on shared and private tours on all-inclusive, incredible adventures that depart from Seattle, WA. We are looking for tour guides (Adventure Specialists!) for our **2020 tour season**, which typically hits its peak from **April through October**. While that 7-month window is our peak season, we operate tours and charter services throughout the year and there may also be some opportunities for extended work through the winter season.

During our peak season, we will need **full-time, part-time, and on-call/flexible** schedule guides for our team. When submitting your application, please indicate what your own schedule and life are like and how many hours of work per week you have an appetite for. The majority of our trips are single day trips, but these are long days. Our full day tours typically last around **10 hours**, plus additional time is necessary to perform pre-departure preparation and post-tour wrap up. A select number of our tours take between **5-8 hours**.

Nature Nuts Adventure Travel is a young company with a huge amount of room to grow. This is an excellent opportunity for anyone who would like to **build his or her career in the tour, travel, outdoor education or hospitality industry**. You will **work directly with the company's owner** on a daily basis to operate incredible tours, have opportunities to propose and design new tours and experiences. Interested and committed candidates will also be given the opportunity to work behind the scenes on marketing, sales, promotion and guest relations. **Ambitious, hard working guides will be first in line for promotion opportunities and a leadership position as the company grows.**

We're doing this because we feel most fulfilled and energized when exploring the Pacific Northwest outdoors. We constantly stare at the mountains and seascape around us and wonder what's around the next corner and how we can get there. We are passionate about sharing our fascination for this world around us with visitors to Seattle. We're looking for amazing people to join us on this adventure!

What You'll Do with Us:

- **Guide full-day, small-group tours in Seattle and throughout the Greater Puget Sound region.** You'll be on your own for the duration of the day, responsible for picking guests up in the morning, taking them on an adventure of a lifetime and

returning them safely in the evening. Our tours operate to Mt. Rainier National Park, the Skagit Valley Tulip Festival, the San Juan Islands, Deception Pass State Park, the North Cascades and occasionally Olympic National Park. We also offer Seattle area half-day and full-day tours, which are primarily focused on local history, sightseeing, and culture.

- **Provide commentary on everything that is relevant to the tour and would be of interest to our guests.** Common interpretive topics include geology, botany, travel in the region and beyond, glaciology, and history. Successful guides will probably know a lot about one area but you'll have to know something about all areas so you can field common questions.
- Select, qualified guides will also be eligible to lead our **helicopter-hiking and seaplane-hiking tours**. We are the only tour company in Seattle to offer these excursions. If you love the idea of getting paid to hop on a seaplane or helicopter to give our guests an epic adventure of a lifetime--**this is the job for you**.
- **You'll guide nature walks and short hikes, providing interpretive commentary as you go, stopping at scenic spots and helping guests find wildlife.** Our hikes are designed as opportunities for guests to explore each destination and take in incredible views. We do not offer lengthy grueling hikes because very few paying customers actually want this. Moreover, every group is a mix of young, old, fat, thin etc. and you'll need to find a level of activity to suit the group's needs.
- We **serve food and beverages** on most of our tours, so you will need to be prepared to deliver that kind of attentive service.
- You'll safely transport our guests in **12 or 15 passenger Ford Transit vans** and ensure that guests are picked up and dropped off according to the day's schedule. These vans are between 20-22 feet long. If you are not a very confident, calm extremely aware driver who can safely maneuver a large vehicle in and out of Seattle rush hour traffic and on a crowded freeway, **this is not the job for you**.
- You may also be called on to provide charter transportation services--just driving a group from point to point or on a prescribed route. Opportunities for "guiding" or "interpreting" are usually minimal on these trips, but sometimes it's very nice to have a less demanding day while still making good money.

Compensation & Benefits

Base pay is **\$15.00 to \$20.00 hour**, depending on experience, with opportunities for advancement, raises and eligibility for promotions as our company and team grow.

Guest gratuities have the potential to **double or even triple your daily base income**. The average daily gratuity in 2019 for a guide on a **full day tour was approximately \$150**, with really strong gratuities for our premium tours as high as **\$300 to even \$500 per day**.

We also offer:

- Monetary bonuses when your service earns a 5-star online review
- Sales commissions when you guide a guest on your tour to book another tour with us
- Pay while undergoing in-house guide training program

- Tuition reimbursements for successful completion of specific certifications while on staff

Minimum Requirements

Nature Nuts Adventure Travel is a small, but rapidly growing company. That means that you may be required to perform duties beyond this job description. The simple reason for this is that our company is evolving rapidly--tours change, new tours are offered, and the needs of the company are constantly evolving. If you're looking for a static, consistent environment in which you can run the same tour daily and say the same things at each stop off a script, this is not for you. Our Seattle guides are responsible for the following duties, including but not limited to:

- Lead interpretive discussions about Seattle, the Pacific Northwest and its natural surroundings. You will be in front of a group the entire day, on your own, so you must be relaxed, confident and approachable. We can teach you the material, but you must be empathetic and be able to quickly relate to people. Technical knowledge and "trivia" are good to have, but first and foremost, the group **MUST LIKE YOU** and want to spend their day with you. All facts and figures are available on Wikipedia these days, so just knowing some facts is not good enough. For example, while you must know the height of Mt. Rainier, it's equally important for you to be able to engage the group with an insightful talk about why it's that high, why the mountain is there in the first place and that it used to be even higher--that is interpretation, as opposed to trivia dropping. **Yes, we will train you on the skills and techniques to do this, but we cannot train you to care.** Guests are very sensitive to the energy that their guide gives off. If you're not enjoying wandering around outdoors, even when it's cold and raining, how can you expect your guests to enjoy the experience?
- You should have some experience in environmental, outdoor, adventure or education.
- You must live in the greater Seattle area, know the region and love it here!
- Spotless driving record and super comfortable driving a 12 or 15-passenger van in all conditions (heavy city traffic, winding mountain roads, driving rain, etc.)
- You absolutely must be punctual. Pick up of our vans and pre-departure work usually starts at 6:30am and downtown Seattle pick-ups usually start at 7:30am. Nothing will get the tour off to a worse start than being late.
- You must be able to think quickly and independently, be charming and pleasant to be around. A good sense of humor goes a long way in engaging people and putting them at ease. You must be able to deliver consistent, excellent service to a wide variety of people who come to us from all over the country and the world. You must be observant and caring--take notice when someone is having difficulty or is lagging behind the group. Take the initiative to engage with and chat up the solo traveler who may feel left out of a group mostly made up of couples and families.
- Pass a Washington State Patrol background check.
- Current CPR certification (required before starting work)
- Ability to frequently lift up to 25 lbs. and occasionally lift up to 50 lbs. (i.e. help load luggage into the van if guests are traveling with their baggage)

- Gassing up and cleaning the van's interior and exterior after every tour day.

Preferred Qualifications

- 4-year degree or higher degree in a relevant area of study (anthropology, glaciology, volcanology, environmental studies, botany, outdoor recreation or adventure leadership) We can teach you some, but it's extremely helpful if you come with some background knowledge.
- Experience in outdoor leadership, improvisation, acting, theatre, public speaking or other area that would make you comfortable and engaging with an audience of strangers.
- Minimum 1 year of prior experience as a tour guide or other interpretive position.
- Relevant outdoor activity and safety certifications, such as Advanced First Aid, Wilderness First Responder, Leave No Trace. **Note: Wilderness First Responder certification is a mandatory to guide some of our tours. Qualified candidates will be eligible for tuition reimbursement for certification or recertification if the course is successfully completed by your onboarding date.**
- Prior experience (either professional or recreational) in other outdoor activities such as Stand up Paddle (SUP), kayaking, mountaineering, rock climbing, rafting, whale watching, etc.
- Multilingual.
- Any prior experience working with or around helicopters and small planes.
- Any prior experience in tourism, travel, or hotel sales and marketing, customer service, writing, blogging, or photography.

Application Period

Applications will be accepted on a rolling basis until all required positions are filled. That said, our need for on-call or back-up guides would probably continue long-term. This may be a good opportunity for those in the Seattle area who are looking for some additional work.

How to Apply

Please submit your resume, a cover letter to Michael Joyce. In your application, please indicate how many hours or days of work per week you're looking for as well as your seasonal availability.

Materials should be submitted to: info@naturenutstravel.com

First round interviews will take place in November, hiring will take place from December through March. Basic training will take place in March and we'll hit the ground running in April. Additional on the job training, specific to individual tours, enhancing guide or wilderness skills will continue throughout the season as time allows.