



Thank you for enquiring about employment opportunities at Glenworth Valley, Australia's largest horse riding and outdoor adventure centre. Please find enclosed a job description and application form for the position you are enquiring about.

If you have not been to Glenworth Valley before, our core business involves providing horse riding, abseiling, kayaking and quad bike tours to domestic and international visitors primarily from our 3,000 acre wilderness property. We have been in business for nearly 40 years and employ approximately 20 full time staff members to assist us to maintain our outstanding reputation for being industry leaders at what we do.

Glenworth Valley is located 4kms off the F3 freeway at the Calga/Peats Ridge exit 15 minutes from Gosford.

Employment at Glenworth Valley makes for a very pleasant lifestyle and ideal work environment due to our magnificent natural surroundings and the enjoyable type of work we do. As such we only take on the most passionate and professional of applicants. Feel free to have a look at our website to get an idea of where you will be working and the type of things we do. www.glenworth.com.au and www.kayaktours.com.au

What are we looking for

All applicants must be 18 years of age, **non smoking**, have their own transport, be able to work on weekends, energetic and capable of strenuous physical labour. Applicants will be assessed using the list of key result areas in the job description.

Please note that it is requirement that all applicants for the kayaking/abseiling guide position have appropriate qualifications before they can work for us. Alternatively we may be able to offer you some work as an assistant guide if you are in the process of obtaining your qualifications. Quad biking guides will receive on the job training. In addition to qualifications our guides are required to have a strong focus on safety, excellent communication and customer service skills and to genuinely enjoy sharing your passion for the great outdoors with a wide and diverse range of people

Employment is available on a contractual basis via an ABN or as a casual employee via a TFN. If a permanent position becomes available, preference is normally given to existing contract and casual employees who may be interested. Hours of employment typically range from 8.30am to 5pm with approximately 30 minutes for lunch.

Qualified Kayaking and Abseiling guides

The rate of pay for kayaking and abseiling guides are as follows:-

Contract basis

Mon – Fri	\$210 (\$25p/h) - full day \$160 - half day
Weekends/Public Holiday	\$260 (\$31p/h) - full day \$210 - half day

Casual employees

Mon – Fri	\$180 (\$22p/h) - full day \$150 - half day
Weekends/Public Holidays	\$220 (\$27p/h) - full day \$180 - half day



Quad biking guides

The rate of pay for unqualified quad biking guides are as follows:-

Contract basis

Mon – Fri	\$23-\$24p/h - full day \$150 – half day
Weekends/Public Holidays	\$27 -\$28p/h - full day \$160 – half day

Casual employees

Mon – Fri	\$20p/h – full day \$120 – half day
Weekends/Public Holidays	\$25p/h – full day \$140 – half day

All employee rates are before tax and plus superannuation.

What to do next

Fill out the application form enclosed and return it ASAP by mail to our address, email to employment@glenworth.com.au fax it or deliver it in person. If you choose to deliver your application in person no interviews will be conducted or further information provided on the day.

Please bear in mind that if you don't hear from us it may be because we are only looking for a person with specialist skills in one of our activities or who can work on specific occasions such weekends or school holidays. That said our needs often change quiet rapidly so please feel free to let us know you are still looking for work at GV by resubmitting your application every 6 months or you are welcome to enquire about doing some volunteer work in the meantime.

If your initial application is successful, we will contact you to arrange an interview. Once again, thank you for your enquiry.

Yours faithfully,

Barton Lawler



POSITION DESCRIPTION

Company	Glenworth Valley Outdoor Adventures (GVOA)
Job Title	Adventure Guide – abseiling, kayaking or quad biking
Reports to	Operations Manager (OM)
Supervises	Assistant Guides
Date	August 2009

“To be a large scale customer focussed leader in the provision of adventure activities by achieving high standards of customer satisfaction and safety through the maintenance of professional business standards”

Overall Purpose of Job

To provide entertaining and informative adventure activities in a safe and friendly manner that maximises the potential for repeat business. Adventure guides are responsible for the overall quality of experience provided to the customer including the supervision of any assistant guides.

Key Result Areas

Customer Satisfaction
Sales and Repeat Business
Safety & Risk Management
Maintenance of Equipment
Staff Management

Performance Expectations

Customer Satisfaction

- Deal with any administration matters in a friendly, efficient and polite manner. Ensure each customer has signed a disclaimer and that all tour payments are collected and accounted for.
- Provide an overview of the tour that the customer is about to experience based on your extensive knowledge of the GVOA operations manual.
- Take responsibility for adventure activity tours and ensure they are conducted in a safe, friendly and enjoyable manner.
- Maintain control of groups at all times by managing group dynamics and ensuring customers are under the supervision of a guide at all times.
- Deal with customer enquiries in an effective and empathic manner. Refer any problems or complaints to the OM
- Any other tasks as directed



Sales & Repeat Business

- At all times, promote GVOA as a professional business through a neat and tidy appearance (including wearing the GVOA uniform) and ensuring our high quality equipment is always clean and well-maintained
- Encourage repeat business through the provision of entertaining and informative adventure tours that focus on achieving high standards of customer satisfaction.
- Ensure you have a good understanding of all tour itineraries to assist business promotion. Up-sell and cross-sell other GVOA trips by ensuring customers are aware of the wide range of adventure activities we offer
- Take digital photos of the group that are sent to customers following their tour.

Safety & Risk Management

- Provide a safety talk and, if necessary, a safety demonstration based on GVOA operations manual.
- Conduct any skills tests as required.
- Check all relevant conditions to ensure a safe environment and location for each tour. Speak to OM if alternative site needs to be considered for safety reasons.
- Inspect all equipment to be used prior to each adventure activity tour and make or arrange to make any necessary adjustments.
- Whilst conducting tours you should be constantly aware of any factors that may affect the safety of the tours such as equipment failures, customer fatigue, weather changes and other external hazards.
- Remain fully conversant with emergency management action plans.
- Ensure all accidents and incidents are appropriately attended to and reported on by an experienced team member using correct procedures. Ensure all details on relevant form are completed (precise documentation)

Maintenance of Equipment

- Prior to each adventure activity tour go through the checklist to ensure all required equipment is loaded. Go through checklist again to make sure all equipment is returned
- Maintain a tidy work environment
- Identify any faulty equipment and report immediately to OM to arrange repairs/replacement

Staff Management

- Direct and guide all relevant team members/assistant guides to act in a professional and customer focussed manner
- Supervise and manage time and workloads of all assistant team members on tours
- Reflect, in attitude and performance, the standards GVOA encourage thereby acting as a role model for other team members
- Update the OM regarding any problems or issues affecting the performance of team members



Qualities and Skills

Physically fit, friendly, energetic and capable of strenuous exercise
Strong commitment to providing quality customer service
Good organisational skills, particularly in a group management situation
Conflict resolution skills

Essential Qualifications

First Aid – Must have or must obtain within 4 weeks of commencing employment.

Drivers Licence

Relevant qualifications – All our kayaking and abseiling guides are required to have a formal qualification before they can work as a guide for us ie: Australian Canoeing Association Level 1 or above, Outdoor Recreation Certificate III or above, Australian Climbing Instructors Association etc. Work may be available as assistant guide for those who are in the process of obtaining their qualifications. Quad bike guides do not require any qualifications and will be trained on the job.