

JOB DESCRIPTION

JOB TITLE <u>DIVE INSTRUCTOR LABADEE</u>		DATE MAY 7TH, 2019
JOB CODE DIVE	PREPARED BY KYM POWELL	
BUSINESS UNIT/DEPARTMENT PD LABADEE	APPROVED BY <u>NEVA HEASTON</u>	
POSITION REPORTS TO ASSISTANT ISLAND SHORE EXCURSIONS MANAGER	FLSA STATUS (FOR GLOBAL COMPENSATION USE ONLY) ___ Exempt ___ NON-Exempt	
DIRECT REPORTS NONE	JOB FAMILY (FOR GLOBAL COMPENSATION USE ONLY) Job Family	

POSITION SUMMARY:

The Dive Instructor must have a dynamic outgoing demeanor with a passion for delivering industry leading service while demonstrating exemplary skills. This role establishes and drives a positive working environment and focuses on the Guest Experience while operating with optimum Safety in all activities with our guest and fellow colleagues in mind. This position specializes in guiding activities such as zipline, kayak, wave jet, and other activities as required by the Island Shore Excursions Manager. Leading by example at the Front of House this is a position that requires exemplary customer engagement. Must be able to responds to any type of emergency and perform lifesaving procedures.

This position description in no way states or implies that these are the only duties to be performed by the Island employee occupying this position. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality, and Environmental standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Deliver clear instructions for tours and activities to guests including but not limited to, boundaries, routes, safety information, weather concerns, communication procedures, and emergency protocol.
- Help customers get fitted for equipment ensuring they are using the correct type and size of equipment for each attraction.
- Guide zipline, kayak, wave jet tours, etc. in a safe and responsible way.
- Interact with guests and guide guests while identifying elements within the environment.
- Demonstrate control of large groups of varying abilities and ages.

- Demonstrate and lead a safety-first culture in all activities.
- Conduct clear and concise briefings and instructions.
- Use clear and professional communication while using the radio channel provided for the operation.
- Display advanced time management skills and conduct tours in a timely manner.
- Demonstrate effective team work and excellent customer service.
- Acknowledge distress signals, maintain a calm demeanor, and respond actively to any emergency and/or assist if needed as per company procedures.
- Communicate with the management if any structural and operational issues arise.
- Communicate clearly and concisely to guests, colleagues, and management in both verbal and written format.
- Conduct safety checks on all guiding equipment including but not limited to, kayaks, paddle boards, paddle boats, wave jets, boats, rescue equipment, EZ dock, zipline equipment etc.
- Conduct general maintenance of all equipment including but not limited to, kayaks, paddle boards, paddle boats, wave jets, boats, rescue equipment, EZ dock, dock anchors, and zipline equipment (i.e. harnesses, safety straps, carabiners, trolleys, lanyards, ropes, breaking system, pulleys, etc.). Remove, replace, and report any malfunctioning parts.
- Care for, maintain, and clean all guiding equipment on a daily basis.
- Manage rescue equipment inventory and maintain expert knowledge on how to use it.
- Maintain communication equipment and ensures it is in good working order.
- Write reports and complete maintenance logs on a daily, weekly, and monthly basis.
- Participate in trainings on a weekly and monthly basis.
- Train new staff on tour and guiding procedures.
- Maintain knowledge of all island tours and activities to manage customer inquiries.
- Sell all tours, activities, and revenue generating products.
- Set up and close working areas as per schedule or instructed by management.
- Always wear the uniform provided by the company and maintain Company grooming standards.
- Always wear Company approved footwear and personal protective equipment.
- Adhere to company confidentiality agreement regarding any confidential company information.
- All duties and responsibilities are to be performed in accordance with Royal Caribbean International's "The Royal Way", SQM standards, USPH guidelines, environmental, and safety policies.

FINANCIAL RESPONSIBILITIES

- Awareness and support of monthly budget achievement
- Ability to control inventory
- Assist management with the purchasing equipment

KNOWLEDGE AND SKILLS:

- Guide and group supervision experience
- Proven ability to manage groups
- Ability to manage others in an aquatic environment
- Ability to pass a lifeguard certification and swim test
- Must be comfortable working on heights and utilizing climbing gear
- Must be able to work under pressure without losing concentration
- Advanced communication skills in English and ability to follow instructions
- Working knowledge of computers, internet, and the ability to navigate within a variety of software packages such as Excel, Word, and PowerPoint required
- Advanced knowledge of customer and personalized service techniques including needs assessment, problem resolution, and achievement of quality service standards
- Ability to work within a team of international staff in a positive and productive manner
- Ability to maintain focus as well as being flexible and adaptable
- Encourage a positive, dynamic, and diverse guest services operation by navigating through a changing work environment
- Ability to work positively and cooperatively in a diverse team environment to meet overall established timeframes for the island operation

QUALIFICATIONS:

- Completion of high school or basic education equivalency required
- Minimum 2 years' experience in a similar previous role
- PADI Dive Instructor
- Lifeguard certified or ability to achieve and maintain certification
- First aid certification
- Must be a strong swimmer
- Must be comfortable working on heights and utilizing climbing gear
- Previous sales experience with the ability to sell, upsell and/or cross-sell products and services
- Past boating experience desirable or the ability to learn and develop boating skills
- Ability to operate and perform maintenance on a variety of water and boating 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
- Ability to demonstrate a good command of English to understand and enforce rules in a polite and effective manner
- Ability to read and write English in order to understand and interpret written procedures
- Ability to give and receive instructions in written and verbal forms
- Ability to effectively present information and respond to questions from guests, colleagues, and management
- Ability to speak a second language is desirable

PHYSICAL REQUIREMENTS:

- Must be physically fit and able bodied to be trained as a lifeguard

- Full use and range of arms and legs as well as full visual, verbal, hearing abilities are required to receive and give instructions in the event of an emergency
- While performing the duties of this job, the employee is regularly required to:
 - Stand, walk, use hands to touch, handle, and feel
 - Reach with hands and arms
 - Talk and hear
 - 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
- Successfully complete company's lifeguard training and earn a certification, complete the physical requirements of the Swim Test
- The completion of all the following physical requirements are necessary and need to be completed every month
- Failure to complete the test will result in reassignment or termination from the Private Destinations
- Physical test consists of the following events:
 - Non-Stop 300-meter swim, using front crawl, breaststroke, or side stroke (backstroke is not permitted)
 - 2 min water tread without the use of hands
 - Dive 3-4 meters to ocean floor retrieve a 10 lb. weight / weight belt
 - Only 1 attempt is permitted
 - All events are to be carried out consecutively (with no rest in-between)
 - Goggles may be used
 - Physical test may be subject to change based on industry or company standards

WORK ENVIRONMENT:

While performing duties of this job, the employee may be required to work outdoors in extreme humid and hot conditions, working on height (tower decks), and enter the water to perform rescues if needed.