



JOB DESCRIPTION

FIELD GUIDE (SINGLE OR COUPLE)

The Outpost, Kruger National Park

WE BELIEVE IN

Celebrating differences, nurturing individuality and cultivating gratitude. The thrill of discovery. Listening with curiosity and acting with integrity. Slowing down, being intentional and taking care of each other and the planet. The power of kindness, both outwards and inwards. Experiences that shape new ways of thinking and provide freedom from the norm. Having a light touch and a whole heart. Making our work matter.

OUR CULTURE

At the heart of our business is our Rare Earth family – the team of people who work tirelessly to make our guests feel welcome; people with passion, intention and humility; people who are curious about the world and are committed to caring for it; and people with the confidence and experience to always be their most authentic selves.

Together, our Rare Earth family provide the solid foundation for the achievement of our vision, which is to be one of Africa's most well-loved boutique hospitality brands, creating experiences that are unexpected, meaningful and considered for our guests.

OUR VALUES

Creativity – open-minded thinking

Generosity – of spirit, of time, of thought, of knowledge

Individuality – the courage to be unashamedly ourselves and embrace that in others

Fairness – a measured approach that does not discriminate

Humility – being respectful, placing ego aside and championing equality

Curiosity – a desire to learn more about people and the world

Ownership – taking responsibility for your ideas and your role

Family – engendering a sense of belonging among both staff and guests

Sincerity – operating with honesty and a lack of pretence

Kindness – warmth, goodwill and assuming the best in others

JOB SPECIFICATION

Guides are responsible for conducting guided wilderness experiences at The Outpost and Pel's Post that embody our values and are unique, personalised, professional and memorable. The guiding service should be delivered with uncompromising sensitivity towards the environment and utmost respect for the Makuleke Contractual Park and the wider Kruger National Park.

As a Guide, you are the link between the lodge, our team and our guests, ensuring effective communication between all parties, especially in relation to guiding requirements. Game drive vehicles and related equipment are also the responsibility of the Field Guide and should be driven and maintained with care, consideration and according to company standards.

Guides are also responsible for their own continuous education and are expected to undertake continual self-assessment, self-improvement and knowledge enhancement.

This position is accountable to the Head Guide.

KEY RESPONSIBILITIES

- Ensures the highest quality of guided experience for the guests this for both Game Drives and Walking Trails Experiences.
- Hosting of guests in line with the Rare Earth Standards.
- Always show appreciation and sensitivity to the environment.
- Ensure safety for all is a priority from guests to staff.
- Good and clear communication with Lodge, Front of House and Management team.
- Maintains vehicle and related equipment at Rare Earth Standard.
- Completes admin tasks timeously and effectively.
- Undertakes a process of continuous self-assessment and continual education of self and other members of staff.
- Team player and shares in the overall success of the team.
- Perform all Field Guide functions according to the standards required by the company, SANParks and FGASA
- Proficient in incident management
- Report an and all vehicle maintenance issues to Head Guide
- As a team we are constantly learning and believe mentoring is the responsibility of all members
- Ensure your allocated vehicle is in a clean and/washed state and all associated game drive equipment
- Report any maintenance requirements picked up during guest interaction

KNOWLEDGE & SKILLS REQUIRED GUIDE

- FGASA Level 1 / Level 2 or Similar CATHSETA Qualifications
- Lead Trails Guide certification ARH and Rifle Proficiency
- Minimum Back-up Trails Guide
- First Aid Level 1
- Drivers licence and PDP
- Excellent people skills, strong EQ, patience and care
- Effective communication skills - both written and verbal
- Team player with a can-do attitude, enthusiasm and emotional control



- Committed, loyal, adaptable, flexible and curious
- Strong problem-solving skills and creative thinking
- Excellent time management skills
- General technical/mechanical knowledge advantageous
- Proactive and practices strong initiative and creativity when needed or required
- Good command of the English language
- An outgoing, warm, friendly personality
- Confident and comfortable around affluent people
- Well presented, Honest, Diligent and self-motivator
- High energy levels
- Passionate about creating memorable experiences for individuals
- Good interpersonal skills
- Sense of urgency
- Passionate about guest delight
- Attention to detail
- Willingness and ability to share information, teach and inspire others
- Curious about what you don't know, and generous about what you do know

TO APPLY

Please send your CV to careers@rareearth.co.za with the subject line: "Guide at The Outpost".

TIMELINES

Interviews will take place during June and July 2024.

