



JOB DESCRIPTION

LEAD TRAILS GUIDE

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

As an integral part of The Outpost Safari Department, you will assume the role as a Lead Trails Guide in the remote Northern Kruger National Park. You will be responsible for conducting memorable safari experiences which include, guest introductions, safety briefings, hosting, bush walks and informative guided drives. You will adhere to the Rare Earth guidelines as well as those set out by FGASA, and/or CATHSETA and SANParks. You will report to the Head Guide and in his/her absence you will then report to the General Managers.

KEY RESPONSIBILITIES

- Perform all Field Guide functions according to the standards required by the company, SANParks and FGASA - including guest introductory, safety orientations, guided game drives and bush walks.
- Be available for all game drives, back-up drives, and standby duties as directed.
- Practice proficient and safe weapon handling as directed.
- be available to host guests as set out by the guidelines of the company, and when necessary.
- Contribute to the lodge and company social media platforms, ensuring consistent delivery of relevant and appealing information on the broad aim of increasing knowledge of the wildlife, operating area and concession.
- Assist with incident handling in the event of emergency or evacuation, including medical emergencies, fire and flood.
- Collect guest information while speaking to guests, inform the management to record and then act on guest preferences
- Ensure all guest complaints are reported to your HOD/Management immediately.
- Assist in overseeing the vehicle maintenance
- Attend meetings as required
- Ensure that all guiding equipment is in good order. This include managing the use thereof, making sure guides look after company property and that it is kept clean and stored the correct way.
- Notify management of any shortages within the department in a timely fashion, this includes shortages of guiding equipment, safari consumables and even guides.
- Fill all vehicles for month end and complete monthly diesel sheet.
- Report any maintenance requirements picked up during guest interaction directly to management.

KNOWLEDGE & SKILLS REQUIRED

- FGASA Level 1 - Minimum
- Trails Guide certification
- ARH and Rifle Proficiency, First Aid Level 1, Drivers licence and PDP
- Knowledge on the applicable property and company procedures for the department, according to the standards of FGASA, SANParks and the Rare Earth Retreats culture.
- 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.



PERSONAL CHARACTERISTICS

- Good command of the English language
- An outgoing, warm, friendly personality
- Confident and comfortable around affluent people
- Well presented, Honest, Diligent and self-motivator
- Have the ability to work under pressure and meet deadline
- High energy levels
- Good staff motivator skills
- Passionate about creating memorable experiences for individuals
- Good interpersonal skills
- Sense of urgency
- Passionate about guest delight
- Attention to detail
- Diligence and self-motivation to meet deadlines
- Willingness and ability to share information, teach and inspire others.
- Curious about what you don't know, and generous about what you do know.
- Ability to work in a remote location as part of a relatively small team/department

Strong references and a clean track record are mandatory.

TO APPLY

Please send your CV to gm2@theoutpost.co.za with the subject line: "Trails Guide Application for The Outpost"

