



Enriching and educating more lives
Through meaningful connections
To nature

Protect ▪ Preserve ▪ Participate

Job Description: Park Guide

Summary

You will be part of the front lines and the face of our organization, we are encouraging charismatic and guest oriented people to apply for this position. This part-time position requires flexible hours including weekends and holidays.

Lost River Cave Vision and Mission:

The **vision** of the Friends of Lost River, Inc. is that citizens of all ages in south central Kentucky learn to appreciate the region's natural environments and cultural heritage of Kentucky's Cave Country and become a network of stewards who advocate for the preservation of the environment and the cultural history.

The **mission** of the Friends of Lost River Cave is to provide outdoor experiences that nurture a connection to nature and stewardship of the Karst environment; and to foster an appreciation of Lost River Cave's cultural history and geological significance.

Requirements:

1. Interest in local geology, ecology, and history
2. Ability and interest in public speaking
3. Arriving 5-10 minutes early before shift, must be at assigned post by the beginning of shift.
4. Ability to learn and apply technical information.
5. Ability to work in an event setting (i.e. weddings, fundraisers, park hosted events, etc.) where park and personal safety are key factors (training provided)
6. Wearing an approved park uniform and maintaining proper hygiene.
7. Must be dependable and able to work in a professional manner.
8. High energy level.

9. Productive with attention to detail.
10. Great customer service skills while maintaining a focus on guest experience.
11. Basic safety knowledge.
12. Active listening skills.
13. Ability to multi-task.
14. Availability during weekends and on major holiday weekends. Vacations and time off requests must be submitted 3 weeks in advance.
15. Adaptability

General Guide Duties:

1. Deliver established programs/tours to a diverse audience.
2. Answer a variety of visitor questions which usually requires knowledge of Lost River Cave events, circumstances, personalities, and natural characteristics identified with the park or park features, such as: Caves, Wetlands, Forest Valley, Barrens Prairie, etc. (complete training provided)
3. Provide a wide range of services to guests, including crowd control; assistance with lost articles; providing information about weather conditions, highway routes, park and facilities, prices, and local attractions.
4. Assist in maintaining the cleanliness of the property via litter control which may require an employee to collect trash and/or operate a golf cart.
5. Reading the Communication book and following all policies and procedures.
6. Perform housekeeping duties during and end of the day such as cleaning, dusting fixtures and thoroughly cleaning bathrooms including toilets and urinals.
7. Bagging trash and taking out trash.
8. Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
9. Perform additional duties assigned daily, weekly, and monthly.
10. Operation of a cash register

Boat Guide Duties

1. Delivering tours to school and senior groups of 40 or more
2. Answering phones and directing calls
3. Tag items and keep gift shop stocked
4. Performance of simple boat operations and maintenance

Physical Demands:

1. Standing for long periods of time
2. Physical exertion while occasionally working with maintenance crew
3. Occasional emergency responses when needed
4. Walking distances up to 5 miles per day
5. Bending and lifting items 20-40 lbs.
6. Ability to be in a cave or river for an extended period of time

Work Environment:

Work is performed in outdoor areas resulting in exposure to extreme temperatures, rain, snow, wind, and direct sunlight. Boat guides will also operate inside of the cave. Work will also be performed indoors at the Gift Shop or in the River Birch Meeting Room.

How you will be evaluated:

- Leadership Skills (through initiative, charisma, and working within a team setting)
- Ability to effectively communicate orally to diverse groups
- Skill in operations during peak season
- Ability to deliver historical information through talks and demonstrations

Benefits:

- Fun and enriching work environment!
- Temporary seasonal employment with possibility of full time employment
- Flexible hours that allow part-time to full-time for up to six months, or less, per year that will accommodate school schedules.
- Direct deposit available.
- Gift Shop merchandise discount of 25%, gift shop food discount of 15%.
- Family members can enjoy a free boat tour

How to Apply:

- Online at lostrivercave.org/employment
- Paper applications may be picked up and turned in at Lost River Cave: 2818 Nashville Road, Bowling Green, KY, 42101
- Accurate and up to date resume submitted with application.

Required Documents If Selected:

- Valid forms of required identification
- Auto Insurance-required if selected for event staff/maintenance duties
- Voided personal check for direct deposit