



## **Employment Description:**

### **North Shore Excursion Guide**

#### **Resort Information:**

Superior Shores Resort & Conference Center is the largest resort on the North Shore by “room count” and sister to the largest resort on the North Shore by “pillow count”; Lutsen Resort. Superior Shores also has the privilege of being the only Resort with a true Event Center. The highlight of our property is our thousands of feet of shoreline that our name pays tribute too. Our location is truly the gateway to the North Shore being the first resort after Two Harbors on Scenic Highway 61. Our resort offers lodging in 3 different properties overlooking two different bays and a cove. We offer a large onsite restaurant, multiple pools and fitness facilities and an array of amenities and offerings. Winter is spent hosting snowmobilers and avid users of our Infinity Ice Skating Rink that spans 180 feet, summer is spent exploring our 2,000 foot pebble beach. We truly have an amazing property and take pride in offering the best possible guest experience!

**Mission:** To excel in an environment where the guest comes first and all aspects of the job are done in a professional manner with the focus on providing a 5 star guest service experience at all times while showcasing the natural beauty of the North Shore!

#### **Position Duties & Responsibilities:**

- Lead daily Kayak tours on Lake Superior
- Lead North Shore focused Excursions
- Lead naturalist tours
- Lead Tenkara Fly Fishing tours
- Learn and showcase extensive knowledge of the area to our guests
- Attend to recreation related amenities at the resort

**Reporting Structure:**

This position reports directly to the Recreation Manager as well as the Guest Services Manager while having peer reporting with Guest Services Agents and Central Reservation Agents.

**Required Skills and Attributes:**

The successful candidate will show traits of a strong work ethic and have a sincere interest in the hospitality industry, and most importantly, have a desire to be in this industry to create great guest experiences.

**Required attributes of a successful hospitality employee:**

- Enthusiastic personality
- Friendly voice
- Contagious smile
- Informative
- Well groomed & excellent hygiene
- Professional
- Excellent communication skills
- Empathetic & understanding
- Excellent problem solving

**Candidate Requirements:**

- Valid Drivers license with a clean driving record
- Ability to lift, push, and pull up 100 lbs. of weight

**Preferred Qualifications:**

*The following are not required, but certainly considered an asset*

- Up to date certification in one of the following: first aid, wilderness first aid (WFA), wilderness first responder (WFR), American Red Cross, or AED/CPR
- Previous experience leading groups in an outdoor or educational setting
- Able to show versatility, problem solving skills, and keep composure in situations that may not be expected

- Knowledge of or ability to learn about local flora, fauna, geography, or natural history of Northern Minnesota
- Previous guiding experience