



## Position Description

**Title:** SNORKEL GUIDE: (Spotter)

### Scope and general purpose of the job

Is responsible for all aspects of safety for passengers during the tour. Guides are to assist and direct all passengers on board and in the water. They are to provide information regarding the tour, Ningaloo Reef and its inhabitants in an informative, professional and educational manner. The guides through their actions and information delivery are to promote the conservation of Ningaloo Reef and its inhabitants.

**Responsible to:** Proprietor, Master of the Vessel

### Essential Skills/ attributes

- **Dive Certification:** Dive Master or Instructor level.  
*Alternatively, a **Bronze Medallion** and proven experience in open-water guiding with customers.*
- Friendly, outgoing personality with **exceptional customer service skills**.
- Excellent **communication skills**.
- **Safe Food Handling Course** certification.
- **LR Driver's License** with PTD endorsement.
- **Senior First Aid Certification (HLTAID011)**.
- **Advanced Resuscitation Certification (HLTAID015)**.
- Ability to work in various weather conditions and a dynamic environment

### Desirable Qualifications/ Experience

- **Marine Biology Degree/ Marine Science Qualification** or related field.
- Experience as an **Underwater Photographer**.
- Ability to speak a **foreign language**.

### Main duties:

#### 1. Customer Interaction and Experience:

- Actively engage with customers throughout the tour, answering questions and sharing knowledge about marine life, local ecosystems, and conservation efforts to enhance their experience.
- Be attentive to guests' comfort levels in the water and provide personalised support where needed.

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Winston's Backpackers, Ningaloo Caravan & Holiday Resort, Murat Road, Exmouth WA 6707 • PO Box 856 Exmouth WA 6707

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- Providing snorkelling tuition and in-water support to our customers . Emphasize proactive observation of customers' confidence and safety while snorkelling.
- Deliver safety and educational briefings to customers. Include ensuring briefings are tailored to the audience's understanding and focus on practical demonstrations when needed.
- Maintain all snorkelling equipment on board and ensure all substandard equipment is removed and replaced. Snorkelling equipment should be inspected before each tour and any issues must be logged for record-keeping.
- Participate in the safe work culture on board. Encouraging a team-based approach to safety and reinforcing good practices among guests as well.

## 2. Emergency Preparedness:

- Be proficient in emergency response procedures, including performing rescues, first aid, and CPR as required.
- Conduct regular drills and maintain readiness for man-overboard, medical emergencies, or other incidents.

## 3. Environmental Stewardship:

- Ensure all guests comply with marine park guidelines, such as not disturbing marine life, and enforce proper behaviour in sensitive areas (e.g., coral reefs).
- Support sustainable tourism practices by minimizing waste on board, educating guests about eco-friendly practices

## 4. Daily Vessel Duties:

- Assist with cleaning and maintaining the vessel, ensuring it is presented to customers in pristine condition.
- Support the deckhand and skipper with tasks such as docking, anchoring, and securing equipment as necessary.

## 5. Communication and Teamwork:

- Maintain clear communication with the skipper and crew during tours, particularly when managing groups in the water.
- Coordinate with other team members to ensure seamless tour operations, such as managing group sizes in the water for safety and quality.

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## 6. Post-Tour Responsibilities:

- Assist with cleaning snorkelling equipment after each use and ensure it is stored appropriately to maintain its longevity.
- Gather feedback from guests to continuously improve the tour experience and report this to management.

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