

North Island Kayak

Guide Captain

North Island Kayak delivers world class guided kayaking tours to thousands of guests each summer between the months of May and September. Situated in Telegraph Cove on North Vancouver Island, our eco-friendly tours take place in the Johnstone Strait and the Broughton Archipelago. Our goal is to provide guests with a spectacular wilderness vacation experience, while ensuring the safety of all and minimizing any negative environmental effects of our presence. Maximum staffing levels are reached in the months of July and August when our team reaches approximately 35 people.

Reporting to the Operations Manager and the Operations Coordinator, the Guide Captain is an important member of our operations and guiding team. The Guide Captain will likely spend 60% of their time on the water guiding multi-day kayak tours and providing on water mentorship for members of our guide team. The other 40% of the Guide Captains responsibilities will be shoreside, helping ensure our day to day operations run smoothly.

This role will work directly with our Operations Coordinator to facilitate the training, mentoring, supervision and performance of our guiding staff, while ensuring the ongoing standard of our tours, camps, gear and equipment. The Guide Captain will have formal SKGABC training paired with solid experience conducting multi-day sea kayak tours in class 2 & 3 water. They will have proven ability to develop & supervise others and experience planning, troubleshooting & correcting issues that arise. The position requires excellent communication and leadership qualities, strong organizational & prioritization skills and the ability to mentor, train & develop other guides.

Primary Responsibilities

- Lead multi-day kayaking tours, ranging from 2 - 8 days, with a maximum of 6 guests per guide in the Johnstone Strait and Broughton Archipelago. Tours with over 6 guests will have an AOG guide to assist.
- Coordinate and supervise shoreside operations in the absence of the Operations Coordinator.
- Communicate with our guide, office, maintenance, kitchen and sales teams to ensure that all guided tours & kayak rentals are delivered to our high standard.
- Instruct and assist in guide development, collaborating with the Operations Coordinator to deliver staff training programs and optimize guiding practices/procedures.

Secondary Responsibilities

- Observe and mentor guides on 2 hr, 4 hr and 6 hr kayaking tours with a maximum of 6 clients per guide.
- Providing lessons on how to kayak or instruction on local tides, currents, weather, etc.
- General kayak and gear husbandry, repair and maintenance.
- Assist the Operations Coordinator:
 - Oversee & implement standards, soft & technical skills training and development of guides, including team building, mentoring, documenting & performance measurement.
 - Set up, tear down and develop base camps. Monitor for safety, cleanliness & ongoing functionality of camp equipment & facilities.
 - Distribute & ensures the functionality, training & maintenance of kitchen, paddling and electronic equipment issued to our guide team. Ensure issued equipment is returned, cleaned & inspected.
 - Ongoing evaluation of guide skills & performance, providing continuous constructive feedback and recommendations for future training and certifications.
 - Monitor and maintain the quality of our tours, food, facilities, equipment, camp selection, schedules, etc.

Qualifications

Most of our guests are tourists, not kayakers. They come to view wildlife in its natural environment and to enjoy nature. We are looking for an individual that can do more than just keep them upright in a kayak.

- SKGABC Level 2 or Level 3 certificate, or equivalent
- 80hr Wilderness First Aid & CPR
- Restricted operators certificate for VHF
- Food Safe Level 1
- Excellent leadership skills, must be able to effectively lead both guides and guests.
- University Graduate, senior student in a degree level program or equivalent work experience.
- Proven ability to self motivate, take initiative, deliver to deadlines while managing in a dynamic work environment.
- Excellent written and verbal communication skills.
- Experience in a supervisory position is an asset.
- Superior knowledge of local marine mammals, marine invertebrates, marine plants, land mammals, trees, land plants and First Nations. Able to share knowledge enthusiastically and in a clear manner.
- Must have and be able to instruct “leave no trace” ethics
- Ability to prepare/cook meals in a wilderness environment. Set menus will be given to each guide.
- Foreign language skills are an asset, especially French, German & Dutch.
- A robust, outdoor professional able to work well under all weather conditions and able to lift 50lbs.
- A valid driver's license and your own form of transportation from Telegraph Cove to your accommodation.
- A passion for the outdoors!

Gear Requirements

Each guide is expected to have the following personal gear to be used while 'on trip'. North Island Kayak has pro-deal and wholesale purchasing arrangements with a number of quality suppliers that can assist with sourcing most of this equipment.

- Sleeping bag
- Rescue stirrup
- Waterproof logbook
- Waterproof chart case
- 30' to 50' tow line/belt
- Portable USB battery pack
- Marine VHF with spare battery pack
- Appropriate PFD with whistle & rescue knife
- Cell Phone with text plan and waterproof case
- Appropriate paddling clothes, footwear and drybag for personal use

Accommodation

Employees may take advantage of our heavily subsidized staff accommodation located 10 minutes from Telegraph Cove. Way cheaper than rent in the city!

The Telegraph Cove Resort Campground offers full or partial service sites. Port McNeill, a 30-minute drive from Telegraph Cove, offers apartments and rooms for rent.

Employee Benefits

- An opportunity to work for an industry leading organization in a beautiful area with spectacular wildlife
- Be a leader in a supportive community of guides
- Great opportunity for long term career advancement & development
- A great work environment with very competitive pay rates
- Team based continuous learning skill development with further training opportunities
- Subsidized certifications for returning staff members
- Access to Pro-deal purchases from leading outdoor suppliers
- Free meals on trips plus leftovers!
- Discounted opportunities to partake of other Telegraph Cove activities and attractions

Period of Employment and Compensation

Approximately mid May to the end of August with the opportunity to continue into September. Very competitive salary, depending on experience and qualifications.



Application Requirements

To apply please review the following requirements and send us an email (hr@kayakbc.ca). Please clearly identify the position applied for and include the following information.

- A current resume & cover letter detailing why you are interested in and qualified for the position.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Summary of relevant certifications, achievement dates and renewal dates.
- Expected salary & availability dates.

About Telegraph Cove

Telegraph Cove is a tiny village on the north east side of Vancouver Island. Its remoteness, abundance of wildlife, fishing, whale watching (specializing in Orca & Humpbacks) and kayaking opportunities bring thousands of tourists in the summer months. The largest nearby town is Port McNeill about half an hour's drive away.