



Job Description: Eco-tourism Guide

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time

Reports To: Tourism Operations Manager

About Shearwater Resort

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination in British Columbia's Great Bear Rainforest. The resort offers unique and sustainable experiences that showcase the natural beauty, biodiversity, and cultural richness of the region. The Eco-Tourism Guide plays a pivotal role in delivering educational and immersive tours while promoting environmental stewardship and cultural understanding.

Position Overview

The Eco-Tourism Guide is responsible for leading guests on eco-tours, including wildlife observation, nature hikes, and cultural excursions. This role involves sharing knowledge of local ecosystems, Indigenous culture, and conservation efforts while ensuring guest safety and satisfaction. Reporting to the Tourism Operations Manager, the Eco-Tourism Guide helps create unforgettable experiences that align with Shearwater Resort's commitment to sustainability and community engagement.

Key Responsibilities

Tour Guiding and Interpretation

- Lead eco-tourism activities such as wildlife viewing, nature walks, kayaking, and cultural tours.
- Provide engaging and informative commentary on local ecosystems, wildlife, and the cultural heritage of the Heiltsuk Nation.
- Answer guest questions and tailor tours to the interests and abilities of participants.

Guest Experience

- Ensure guests feel welcomed, comfortable, and safe throughout their eco-tourism experience.
- Foster a connection between guests and the natural and cultural environment, encouraging respect and curiosity.
- Address guest concerns or complaints professionally, escalating issues to the Tourism Operations Manager when necessary.

Safety and Risk Management

- Conduct pre-tour safety briefings, ensuring all participants understand safety protocols and environmental guidelines.
- Monitor weather conditions and other potential risks, adjusting plans as needed to ensure safety.
- Provide first aid or emergency assistance if necessary, following established protocols.

Environmental Stewardship

- Promote sustainable tourism practices by educating guests on minimizing their environmental impact.
- Ensure tours comply with local and federal environmental regulations, including wildlife protection and waste management.
- Participate in conservation initiatives, such as habitat restoration or wildlife monitoring, as part of Shearwater's eco-tourism program.

Team Collaboration

- Coordinate with the Tourism Operations Manager and other resort staff to align tours with the resort's schedule and goals.
- Provide feedback on guest experiences and tour operations to improve future offerings.
- Support other eco-tourism or resort activities as needed during peak seasons or special events.

Tour Planning and Preparation

- Scout and prepare tour routes, ensuring they are safe, accessible, and aligned with Shearwater's eco-tourism objectives.
- Maintain and prepare equipment, such as kayaks, binoculars, and safety gear, ensuring it is in good working order.
- Research and stay updated on local ecology, history, and cultural practices to provide accurate and enriching information.

Qualifications

Education and Experience

- Certification or training in Eco-Tourism, Environmental Science, Outdoor Recreation, or a related field is preferred.
- Previous experience as a guide or educator in eco-tourism, outdoor recreation, or cultural heritage interpretation is an asset.
- First Aid and CPR certification is required; additional wilderness safety certifications are an asset.

Skills and Competencies

- Strong communication and storytelling skills to engage and educate guests.
- Knowledge of local ecosystems, wildlife, and Indigenous culture, or a willingness to learn.
- Excellent problem-solving and decision-making skills in dynamic outdoor environments.
- Physical fitness and stamina to lead tours, including hiking, kayaking, or extended outdoor activities.
- Proficiency in operating outdoor equipment and understanding safety protocols.

Key Attributes

- Passion for nature, conservation, and sharing knowledge with others.
- Friendly, approachable demeanor with a focus on delivering exceptional guest experiences.
- Dependable and safety-conscious, with strong attention to detail.
- Flexibility to adapt to changing weather conditions, guest needs, or operational challenges.

Working Conditions

- Based at Shearwater Resort, Denny Island, BC, in a remote and picturesque location.
- Outdoor work environment with exposure to varying weather conditions and wildlife.
- Flexible schedule, including weekends, holidays, and early mornings, as required.

Compensation and Benefits

- Competitive wage based on experience.
- Opportunities for professional growth and training, including Indigenous cultural education.
- Staff accommodations may be available for the right candidate.
- A unique opportunity to work in a stunning natural environment while supporting Shearwater Resort's mission of sustainable tourism and cultural engagement.

Disclaimer

The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Additional tasks may be assigned by the Tourism Operations Manager or other members of the leadership team as necessary to meet the operational needs of Shearwater Resort.

How to Apply

Interested candidates are invited to submit their resume and cover letter to [email address] with the subject line "Application: Eco-Tourism Guide." Applications will be reviewed on a rolling basis until the position is filled.