



**Job Title:** Conservation Tour Guide  
**Department:** Guest Relations  
**Reports to:** Guest Relations Manager  
**Effective Date:** 05/01/2023

### **About Us:**

White Oak is located along the St. Mary's River in northeast Florida, surrounded by 17,000 acres of mixed forest and wetlands. The property is home to the state-of-the-art White Oak Conservation Center that works to save rare wildlife species and wild places, as well as lodges, offices and recreational facilities that host guests and conferences.

### **Position Purpose:**

Lead and guide guests on safe, enjoyable, and educational experiences through White Oak's conservation wildlife, natural areas and facilities.

### **Responsibilities and Tasks:**

- Lead owners, guests, and employees on personal, customizable and experiential tours of White Oak's conservation wildlife areas, natural areas, and facilities.
  - Share educational and interesting information about White Oak's conservation animals, conservation efforts, natural resources, and land stewardship.
- Provide friendly, professional, and exceptional guest service and hospitality.
  - Anticipate and respond to guests needs, requests, and inquiries.
  - Reinforce a comfortable, warm, relaxing atmosphere for guests.
- Represent White Oak in a positive, professional, and energetic way.
- Clean, fuel, and ensure safe operational condition of tour vehicles.
- Assist with general maintenance of tour vehicles and report issues, problems and repairs needed through the work order system.
- Assist other guides as needed to ensure exceptional guest experiences. Examples may include cutting and staging browse and cleaning and/or moving vehicles.
- Ensure tour routes are guest ready, guest-friendly, and safe.
- Assist Guest Relations and other hospitality teams to prepare for and implement special events.
- Assist and support the GR Manager and other GR staff as needed.
  - Examples may include assisting with guest arrivals and departures, assisting with on-property or airport guest transportation, greeting arriving guests, providing guest orientation, etc.

### **Minimum Qualification Requirements:**

- Minimum of five years of professional guest relations/guest services experience.
- Passion for providing exceptional guest services and experiences.
- Knowledge of local ecosystems and wildlife, natural resources, and White Oak's stewardship/management of these.
- Knowledge of zoology, conservation, and conservation wildlife with special attention to the care and unique qualities of the animals at White Oak.
- Exceptional people and public speaking skills
- Ability to operate large tour vehicles and have a valid drivers' license.

- Ability to operate without direct supervision and be self-motivated, persistent, confident, tenacious, and take pride in work.
- Efficient time management; ability to manage multiple priorities to meet deadlines; and ability to be fast and flexible – multitask.
- Flexibility in work hours and schedule; job will require working long hours, weekends, and holidays
- Dependable, trustworthy, and neatly groomed
- Attentive to detail

**Special Working Conditions:**

- Must be able to work long hours, nights, weekends, and holidays.
- Must be able to lift 50 pounds regularly.

If you meet these requirements, please send your resume to: White Oak Human Resources, [kchance@white-oak.org](mailto:kchance@white-oak.org). Please note: References will not be contacted until a candidate has been notified. Background checks will subsequently be performed, with candidate permission.

*White Oak Conservation is committed to creating an environment where diverse perspectives are welcome, and to nurturing a culture where everyone feels valued and appreciated. We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to gender, race, color, age, national origin, religion, disability, marital status, sexual orientation, gender identity/expression, citizenship, pregnancy or maternity, veteran status, or any other status protected by applicable national, federal, state, or local law.*