

EMPLOYMENT

RAFTING GUIDE



Need a good Paddling?

Matanuska Madwater Rafting Company is seeking quality rafting guides. Guides with previous commercial rafting experience are given preference for hiring. Guides will need to be able to successfully operate both paddle rafts and paddle assisted oar rafts.

All first year guides must complete 6 successfully guided runs on both sections of the Matanuska River prior to guiding clients. This assumes at least 12 total runs down each of the two sections we run commercially.

River guides are expected to have up to date certifications in advanced first aid and river rescue training. At Matanuska Madwater we prefer the Swiftwater Technician Class certified by Rescue 3 International. This spring, Matanuska Madwater will offer classes allowing candidates to obtain these certifications. The advanced first aid class is one approved by the State of Alaska's Division of Emergency Services and is a class leading to Emergency Trauma Technician (ETT) certification. Matanuska Madwater's SRT instruction and certification program is taught by a Rescue 3 International certified instructor. All successful participants in this class will receive documentation issued by Rescue 3 International and signed by an SRT instructor attesting to their successful completion of the course's requirements. Successful participants are required to pay for their SRT & ETT certifications. Matanuska Madwater will reimburse employees certification costs after the completion of a full rafting season (June 1 – Sept.1).

TYPICAL RIVER GUIDE DUTIES:

- Guide guests safely down the "Wicked Fun Run" (Class II/III) and Lion's Head run (Class III/IV) sections of the Matanuska River.
- Greet and Fit guests with dry suits, shoes and PFDs and assist them with this gear.
- Conduct a safety orientation talk for guests about to embark on a raft trip.
- Rig boats with appropriate gear for the trip type.
- Converse with guests about the climate, history, wildlife, geology, and plants of the Matanuska Valley.
- Treat all guests with courtesy, remembering whose vacation it is.
- Maintain friendly, positive attitude towards guests and coworkers.
- Assist in the maintenance of equipment, e.g, wash river booties, repair gaskets on dry suits, etc.
- Lift and stack heavy boats onto trailers; unload and launch boats.
- Safely drive shuttle vans pulling trailers loaded with rafts.
- Frequently check and help maintain a scheduling board.
- Be a team player. Display good judgment. Be dependable, punctual, willing to abide by Matanuska Madwater's criteria for employment.
- Be willing to assist management with the repair and maintenance of all physical facilities.
- Opportunity to earn additional income may be provided doing onsite maintenance, landscaping, construction and other duties as assigned.



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COMPENSATION & BENEFITS

Matanuska Madwater offers guides basic onsite housing during the working season.

Matanuska Madwater guides will be guaranteed the opportunity to earn a minimum of \$50.00 per working day. Guides will earn from \$40.00 - \$50.00 per trip based upon experience and certifications (potentially 3 trips per day). When not actively guiding commercial trips, Matanuska Madwater guides will have the opportunity to earn at an hourly rate of \$10.00/hr. performing duties as needed.

For returning guides, a longevity bonus will be given at the successful completion of the season.

As seasonal employees, all Matanuska Madwater personnel will be required to supply their own health care benefits.

WORK HABITS AND CHARACTERISTICS REQUIRED FOR EMPLOYMENT

Our positions require a clean driving record. As a condition of employment, each employee is required to provide our insurance carrier a copy of his or her driving record. Our vehicle insurance carriers require any driver on the policy to have a minimum of 5 years driving experience.

All jobs at Matanuska Madwater require intense physical activity. Each offer of employment is contingent on the candidate's successful completion of a questionnaire about the ability to perform these physical activities. Matanuska Madwater employees work outside in Alaska, in all weather conditions including sun, rain, sleet, snow, hail, and high winds.

A POLITE AND COURTEOUS ATTITUDE TOWARDS THE CUSTOMER

Maintaining a positive customer friendly attitude all season long, especially during less than optimal Alaska weather, is the hallmark of a true professional and a requirement of all employees at Matanuska Madwater Rafting Company. Providing excellent customer service and meeting customer requests is important, but at Matanuska Madwater, guides must always remember that safety is the priority. However, a rude or condescending attitude toward clients who pay our bills and wages is grounds for termination.

RAFT GUIDES ARE ON-CALL EVERY DAY.

Workers must be available for work, on time, every time. Employees must recognize the nature of job schedules within the rafting industry. Rafting does not conform to the typical 9 to 5, 40-hour work week. If that's your expectation, we recommend you look elsewhere for employment.

YOU REPRESENT US!

A professional appearance is critical to making a good first impression. Your clothes, personal hygiene and grooming habits have a direct effect on how your guests relate to you. In addition, it is important to us that you relate well to people in the community as your actions and demeanor reflects upon us.



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APPLICATION

NAME

Last First

CURRENT ADDRESS

Street

City State Zip Code

PERMANENT ADDRESS

Street

City State Zip Code

PHONE NUMBERS

Home Work Cell

E-MAIL ADDRESS

AVAILABILTY

Dates must be completed in order to process your application. Please consider these dates seriously.

- Full Time Weekends Only

Start Date (dd/mm/yy) Ending Date (dd/mm/yy)

- Are you a US Citizen or otherwise authorized to work in the U.S.? YES NO
- Do you have a valid driver's license? YES NO
- Will you be 18 years of age or older before your first date available? YES NO

EDUCATION

High School

City State Graduation Date

College/Other

City State Graduation Date

Other Training:



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EMPLOYMENT HISTORY

1.

Employer		Location
Job Title	Start Date (dd/mm/yy)	Ending Date (dd/mm/yy)
Supervisor	Supervisor's Phone	
Reason for Leaving:		

2.

Employer		Location
Job Title	Start Date (dd/mm/yy)	Ending Date (dd/mm/yy)
Supervisor	Supervisor's Phone	
Reason for Leaving:		

3.

Employer		Location
Job Title	Start Date (dd/mm/yy)	Ending Date (dd/mm/yy)
Supervisor	Supervisor's Phone	
Reason for Leaving:		



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Have you been previously employed by Matanuska Madwater Rafting Company?
YES NO If so, what job and when?

Is there any reason why a past employer would give a negative employment reference?
YES NO If yes, which one and why?

Explain any breaks in employment of more than 4 months:

Do you play a Musical Instrument ? YES NO

* Note* Personal Pets are not allowed on Matanuska Madwater property.

REFERENCES

1. [Name field]

Name

[Professional Relationship and Phone fields]

Professional Relationship

Phone

2. [Name field]

Name

[Professional Relationship and Phone fields]

Professional Relationship

Phone

3. [Name field]

Name

[Professional Relationship and Phone fields]

Professional Relationship

Phone

Have you ever been convicted of a crime other than a minor traffic violation? YES NO
(A conviction will not necessarily bar you from employment.) If yes, please explain:

* Failure to answer above question will render application incomplete.

How did you first hear about employment opportunities at Matanuska Madwater? (check one)

- Advertisement Location: Employee Referral Name: Internet Website: Vacation/Walk-in Word of mouth Other:



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RAFT GUIDE SKILL LEVEL

EXPERT INTERMEDIATE NOVICE

Comments:

OTHER SERVICES

Have you attended Rescue 3 training? YES NO

If so, please list dates attended:

Could you be able to be a Bus Driver? YES NO

Do you have a CDL? YES NO

Describe how you would contribute to a positive work environment at Matanuska Madwater.

Imagine that our guests routinely filled out comment cards rating the service they received before departing our facilities. If you were employed at MMRC, what would an average guest write to summarize their experience with you?

APPLICANT'S AGREEMENT

By completing this application, I understand that incomplete, misleading, or false information on this application is cause for termination and/or ineligibility for employment. I understand that if hired by the company, I will be an employee at will. I further understand that, in consideration of my employment, I agree to conform to the rules, regulations, policies and procedures of the company and agree that my employment can be terminated at any time for failure to meet company policies. I also understand that when filing a worker's compensation claim (if hired), I agree to participate in post-accident drug testing. By signing below, I accept this agreement and authorize the company to check personal and employment references and conduct background checks.

Signature _____ Date _____

Signature

Date