



We are Hiring

TRAILS GUIDE

Email your CV to
careers@babanango.com or
sarah.alcock@babanango.com
for more information



GENERAL DESCRIPTION

The role of the Trails Guide is to ensure that an all-encompassing wildlife experience is offered to every Babanango Game Reserve guest with the focus on catering to the specific needs of each individual guest. The role also involves supporting any conservation projects that are being undertaken on the reserve and being an active member of the reserve team.

AREA OF RESPONSIBILITY

- Conduct guided walking safaris and game drives in a safe, engaging and informative manner.
- Interpret wildlife behaviour, ecology, birdlife, and local environment knowledgeably.
- Ensure every guest interaction reflects the lodge's luxury service standards.
- To ensure each guest has a great wildlife experience by enlightening them to the diverse fauna and flora of the reserve.
- Open communication with Lodge Managers regarding all guest movements, needs, concerns, likes and dislikes.
- Always maintain a positive outlook on the country and the world that we live in.
- Involvement in research projects and reserve conservation projects and activities.

DECISION-MAKING POWER

As the member of staff who will spend the most time with the guest, you, along with the lodge manager, are responsible for creating the best guest experience possible. Work with the lodge managers to guide them to what would work for your guests.

WORK TASKS

- Ensures the highest quality of game experience for the guests.
- Always show an exceptional appreciation and sensitivity to the environment.
- Ensures that guest, staff and animal safety is always a priority.
- Communicate with Front of House staff to ensure the best possible experience for guests.
- Conscientious maintenance and care of vehicles and related equipment.
- Carry out administration duties timeously and effectively.
- Undertake a process of continuous education of self and other members of staff.
- Achieve service excellence through teamwork.
- Be an active, contributing member of the guiding team.
- Be willing, in certain cases, to put in extra work to ensure best possible guest experience and to assist the teams.
- Ability to promote conservation and environmental protection.
- Ongoing self-growth and development to enhance & expand your guiding skills.
- Assist in ensuring trails are accessible and safe by conduction inspections.
- Assist with administrative work in the lodge.

SUCCESS CRITERIA

- Good feedback from guest on their experience
- Effective maintenance of vehicles
- Active member of the guiding team

REQUIREMENTS FOR WORK EXPERIENCE/SKILLS

- Excellent communications & people handling skills
- Accuracy and attention to detail.
- Works well under pressure.
- Flexible & adaptable approach to work.
- Ability to use your own initiative.
- Able to work in shifts (may require night shift).
- Have situational awareness, be able to act quickly & confidently when needed.
- Confidentiality is prioritised.

PERSONAL CHARACTERISTICS

- Passionate about nature, wildlife and conservation
- Ability to self-manage and comfortable to live in remote areas
- Positivity
- Organized
- Professional
- Team player

REQUIREMENTS FOR WORK EXPERIENCE/SKILLS

- Minimum 5 years' experience as a Guide
- Grade 12 certificate
- 4 x 4 Driving experience & PDP Licence
- Advanced Rifle Handling (ARH)
- FGASA Level 1 Certificate
- Tertiary qualification in natural sciences would be an advantage
- Computer literate
- First Aid Level 1/Wilderness First Aid level 1
- Registered Tour Guide with NDT



Application may be submitted to
careers@babanango.com

Note: If you do not receive any communication within
14 days after the closing date, please consider your application unsuccessful.