



JOB DESCRIPTION

JOB TITLE : Ranger
RESPONSIBLE TO : Business Development and Outreach Manager

A. JOB PURPOSE

1. To provide support for achieving the following strategic outcomes:
 - i. Societal appreciation for heritage and support for its conservation;
 - ii. Conservation and sustainable use of built heritage and natural sites in their landscapes; and
 - iii. The Trust: recognised and effective champion of Saint Lucia's heritage.
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B. DUTIES

- Provide quality and friendly customer relations and administrate entrance process, revenue collection and accounting for daily revenue for Pigeon Island National Landmark (PINL) in accordance with Trust policies;
- Explain PINL rules and regulations, respond to customer queries and provides directions regarding the use of PINL facilities;
- Ensure customer safety and compliance at assigned locations in keeping with PINL's Bye-Laws and the Trust protocols;
- Patrol PINL for the purpose of enforcing the Bye-Laws, preventing and detecting violations, and ensuring customer safety;
- Promptly report and document all accidents and incidents including near-misses;
- Promptly report any damage to the trails, ruins, PINL facilities and general landscape to your immediate supervisor;
- Provide recommendations for improvement of the operations of the Trust in general and in particular areas of direct responsibility and implement approved recommendations;
- Assist in maintaining the cleanliness and neatness of the entrance to PINL and other assigned areas;
- Promote and conduct interpretive tours with visitors to the Trust sites as required;
- Assist in the sale and rental of Trust products and services including but not limited to the rental of beach chairs and umbrellas, SLNT merchandise and promoting the Trust membership;

- Manage and log the entry and exit of vehicles and persons at PINL in accordance with the Bye-Laws and The Trust Policies and Procedures;
- Assist with crowd and traffic management at PINL in accordance with the Bye-Laws and The Trust Policies and Procedures;
- Assist with the Trust conservation programmes including but not limited to marine turtle monitoring;
- Maintain and secure all assigned equipment in accordance with Trust's Policies and Procedures;
- Provide support to other Trust programmes;
- Participate in and support training programmes organized by the Trust or associated entities; and
- Carry out any other related duties that may be reasonably assigned by your immediate supervisor.

KNOWLEDGE, SKILLS & ABILITIES:

- Physically fit and able to carry out 3 - 4 hours of continuous physical activity outdoors;
- Able to carry heavy items including beach chairs;
- Must not have a fear of heights;
- Must be willing to work outdoors;
- Must possess good writing, communications and interpersonal skills;
- Tour guiding skills would be an asset.
- Ability to operate a cash register would be an asset;
- Computer literacy would be an asset;
- A valid driver's license with a light goods vehicle and/or omnibus endorsement would be an asset.

C. CORE COMPETENCIES

- Demonstrated ability to be innovative and show initiative in problem-solving;
- Attention to detail and accuracy;
- Highly organized and demonstrates the ability to work effectively with people;
- Ability to maintain a welcoming and authoritative demeanor at all times;
- Ability to work in team;
- Ability to multi-task and work under pressure; and
- Ability to function efficiently with minimum supervision.

QUALIFICATIONS & EXPERIENCE:

- CSEC passes in Mathematics and English;
- CSEC History, Social Studies and Business would be an asset;
- At least 2 years' relevant experience in a similar position within the hotel and tourism sector;
- Sales and cashier experience would be an asset;
- Foreign language skills would be an asset.