



Lost River Gorge and Boulder Caves
PO BOX 87, 1712 LOST RIVER ROAD, NORTH WOODSTOCK NH 03262
PHONE: 603-745-8031 • FAX: 603-745-4811
www.LostRiverGorge.com • info@LostRiverGorge.com

**Lost River Gorge & Boulder Caves
Facility and Job Description**

Facilities Description:

Lost River Gorge & Boulder Caves has been entertaining visitors looking for outdoor scenery and adventure since 1852. The attraction includes an intriguing $\frac{3}{4}$ mile gorge and boulder caves walk plus an expansion completed during the 2014 season adding a $\frac{1}{4}$ mile Forest Adventure Trail, forest tree house, bird cage overlook, and suspension bridge spanning the upper gorge. The property also has a Visitor Center with gift shop and snack bar, mining sluice, nature garden, covered picnic pavilion, and ecology trail.

The attraction is owned by the Society for the Protection of New Hampshire Forests, and managed under a lease contract by the White Mountains Attractions Association (WMAA). The WMAA is governed by a 17 member Board of Directors. Workers at Lost River Gorge & Boulder Caves are employees of the White Mountains Recreation Association (WMRA) and covered under the WMRA Employee Handbook.

The gorge trail consists of natural gravel and dirt trails, rustic log/wooden boardwalks, bridges, platforms, and boulder caves lit with lanterns. The trail rises 300 vertical feet from bottom to top and includes nearly 1,000 stairs.

The attraction is currently marketed to families seeking an active outdoor experience, adults looking for scenic wonder, and school/camp groups interested in fun and educational experiences.

Season: May through October (marketing work, gift shop buying, & administration continues throughout the year)
Buildings: Main Gift Shop and Visitor Center, Log Cabin, Tree House, and various outbuildings
Admissions: 65,000 +/- annually
Staff: 8-14 seasonal

Owned by:
SOCIETY FOR PROTECTION OF NEW HAMPSHIRE FORESTS

Operated under lease by:
WHITE MOUNTAINS ATTRACTIONS
ASSOCIATION, INC.



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Job Title: Tour Guide and Grounds Attendant

Department: Tour Guides and Maintenance & Grounds

Department Supervisor: Head Guide. May also report to Maintenance & Grounds Supervisor, Assistant Manager, or General Manager.

Support Staff: Tour Guides. May also provide support to and receive support from Admissions & Gift Shop Attendants and Maintenance & Grounds.

Description: Primary duties will be that of a Tour Guide which include safely leading organized groups of 5-30 visitors through Lost River Gorge no more than two times a day and explaining the history, geology, and ecology in a fun and interesting way. When a Guide is not leading a group, he or she will be expected to rove through the Gorge to answer visitor's questions in addition to performing grounds and maintenance projects related to the Gorge and main grounds. Other duties may include assisting with ticket sales and in the gift shop as well as ensuring the cleanliness of the main building and outdoor areas.

Responsibilities:

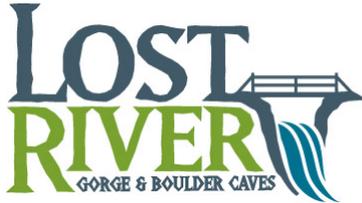
- * Assists in daily opening procedures associated with the Gorge and grounds including but not limited to unlocking doors and gates, picking up trash, hanging out the flags, opening trails, performing a safety check of the Gorge trail and caves, and lighting lanterns in the caves
- * Uses good judgment and discretion to determine which caves may be opened and closed for safety reasons as a result of inclement weather, maintenance, and other circumstances
- * Accurately completes daily gorge report
- * Welcomes and greets visitors while directing them to ticket sales, restrooms, and Gorge entrance
- * Safely leads visitors through Lost River Gorge while providing information about the history, geology and ecology of Kinsman Notch and Lost River. Must communicate in a clear and friendly manner and answer visitor questions.
- * Creates a strong presence to deter unlawful activity in a professional manner
- * Checks, cleans, and fills lanterns located in boulder caves
- * Maintains and restocks First Aid backpacks and kits throughout the Gorge
- * Performs regular maintenance in the Gorge and around the grounds including but not limited to sweeping, raking, removing algae build up on the boardwalk, pounding nails, laying down grip tape, mowing, and pruning
- * Returns tools and materials to proper storage space
- * Checks the parking lot, Gorge, and main grounds for garbage
- * Assists in daily closing procedures associated with the Gorge and grounds including but not limited to locking doors and gates, bringing flags in, picking up trash and emptying garbage cans, closing trails,

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sweeping the Gorge for the final visitors, and extinguishing the lanterns located in the boulder caves

* Performs related work as required and other duties as assigned by the Maintenance & Grounds Supervisor and General Manager

Job Requirements:

- * Ability to work with a variety of ages including elementary through high school aged groups
- * Ability to work tactfully and courteously with fellow employees
- * Friendly and comfortable working with the public
- * Excellent customer service skills and the ability to communicate clearly a MUST
- * An interest in learning about the history, geology, and ecology of Kinsman Notch
- * Ability to multi-task and be detail oriented
- * Ability to help maintain the cleanliness of the facility and maintain a professional personal appearance
- * Ability to meet changing conditions or problem solve in a professional manner
- * Physically able to walk through the Gorge and its 1000+ stairs multiple times a day in clear to inclement weather conditions. Required to stand, walk, climb, kneel, crouch, crawl, and lift up to 50 lbs.
- * No formal experience required, willing to train promising candidates

Salary:

To be determined based on experience.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of Tour Guides & Grounds Attendants and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. These employees may be requested to perform job-related tasks other than those specifically presented in this description.