



**Job Title: Farm Tour Guide (Hatchery and Boat Guides interchangeable)**

As a growing company with a number of consumer facing platforms, the ICO Farm Tours have a unique, special and important role in ICO's business and marketing. Our ability to spread the ICO gospel through first hand interactions with people who are passionate about the brand is quite literally one of the most effective forms of marketing. The Farm Tour Guide will be an integral part of the Farm Tour Team and a part of a booming agritourism market. They will be the face of the brand and execute all tours with a perfect balance of hospitality and education in order to deliver an unforgettable tour experience. This is a seasonal, Wednesday through Sunday position with occasional hours on Mondays and Tuesdays when needed.

**The Farm Tour Guide reports directly to the Director of Consumer Experience.**

**REQUIREMENTS:**

Experience in hospitality and/or aquaculture preferred; Great interpersonal skills; Proficient in shucking; Team oriented and works well with others in a collaborative, fast paced environment; Strong understanding of the brand and global culture of ICO; Ability to adapt to change/thrive in a dynamic, high growth environment; Highest level leadership skills; Upbeat attitude and sense of humor, a must.

**THE ROLE:**

- Execute Farm Tour Administrative needs
- Be lead contact for farm tour guests through lead up emails, day of greeting and follow up emails
- Run and guide the public tours Wednesday through Sundays May– September
- Provide valuable, consistent and accurate content throughout the tour
- Shuck oysters for tour guests out on the boat portion of the tour
- Teach tour guests how to shuck on the boat portion of the tour
- Willingness to assist with one off tours, on site experiences and visits to the farm from restaurant accounts and/or VIPs/donated tours
- Intermittent assistance with paid events and shucking opportunities
- Work directly with the Cx to continually improve and maintain quality of the tours and on-site experiences
- Be an active participant and role model for the entire company
- Contribute constructively and demonstrably to ICO culture and team

**METRICS:**

- Participate and succeed in New Farm Tour model
- Uphold standards of hospitality and content consistently and effectively for each tour

-Comprehensive understanding of Hatchery, process, growing methods of Island Creek, the wholesale business and platforms, and the greater aquaculture industry

-Work one-off onsite event opportunities

-Work collectively with other Farm Tour Guide, PL and E Coordinator and Cx

Lastly, we believe in personal and professional growth at Island Creek. Change and agility are parts of everyday life here. Every position is fluid and we believe the right person can grow to do amazing things. Yearly and quarterly reviews will help guide this process.

\*\*Island Creek is an equal opportunity employer.

To apply please email [emily@islandcreekoysters.com](mailto:emily@islandcreekoysters.com) with resume.