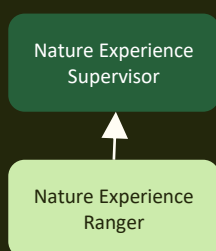


## Purpose of the Job

The Nature Experience Ranger is responsible for the execution of the day-to-day sustainable experiential visitor services operations: information, education, and experiences, visitor flow management.

## Job Family and Reporting Line



**Our Purpose:** For a Sustainable Future, We Act, Inspire, and Engage All to Value and Conserve Aruba's Natural and Cultural Heritage.

**Our Vision:** Through Conservation Leadership Excellence, We lay the Foundation for Thriving Biodiversity, Resilient Ecosystems, and Celebrated Heritage, for a Sustainable Aruba.

This is why we encourage all ACF employees to embrace **Our Core Values:**

- *Passion:* we love nature, and love what we do.
- *Integrity:* we do the right thing. Always.
- *Unity:* together we achieve more.
- *Commitment:* we aim for excellence in all that we do.
- *Innovation:* we look for solutions from fresh perspectives.

## Job Profile

# Nature Experience Ranger

## Areas of Responsibilities & Core Activities

### Visitor Services Operations

- Facilitate sustainable outdoor experiential visitor services, provide guidance, on call support and promote responsible behavior among visitors.
- Provide park visitors with correct information about the managed nature reserves, sights and Aruban nature in general.
- Controls all visitors for valid admission tickets.
- Handle inquiries, conduct visitor registration and conduct visitor experience surveys.
- Operate sustainable vehicle fleet.

### Surveillance & Control

- Ensures that the managed nature reserves are a safe environment for all visitors and employees by following SOPs, protocols and rules.
- Monitor visitors' compliance with Field Operations SOPs and protocols.
- Monitor visitor flow and ensure the safe and orderly movement of guests within the park.
- Implement crowd control measures when necessary to protect the environment and maintain a quality visitor experience.

### Education

- Assist in Learning & Outreach program(s)

### Other

- Perform routine maintenance tasks such as cleaning and repairing.
- Participate in research projects, collecting data on plants, animals, visitors, water quality, and environmental factors.
- Execute other duties as assigned. Duties and responsibilities may be added, deleted, or changed at discretion of management to assure continuity of business operations.

## Interaction & Communication

- With park visitors to explain rules and assure adherence to SOPs and to provide detailed information about the nature reserves, flora and fauna.
- With Rangers and/or Supervisors from other departments to align execution of work.

## Decision-making

- Practical planning of own work.
- Address and/or report visitors regarding behaviour and rules.

## Job Requirements

- Minimal MAVO education.
- At least 1 year experience in a similar position and/or organization preferred.
- Strong passion for the outdoors, nature conservation, and environmental education.
- Strong communication and interpersonal skills for interacting with a diverse range of visitors.
- Knowledge of concepts of nature conservation and nature management.
- Knowledge of local flora, fauna, geology, history of the park areas.
- Basic first aid and CPR certification may be required.
- Physical fitness and able to work outdoors in varying weather conditions.

Core Competencies

- Flexibility
- Self-Development
- Accountability
- Teampayer

Work Behaviour Examples

- Adjusts own view and objectives in order to achieve a common shared goal
- Adapts to different tasks and demands easily after an organizational change
- Actively engages in training activities in order to develop oneself
- Is open to critical feedback in order to learn from mistakes
- Delivers work on time and as agreed
- Takes personal responsibility for actions
- Notices when others need help and takes over their tasks when necessary
- Is willing to share knowledge and experience

Job Specific Competencies

- Customer Orientation
- Discipline
- Focus on Quality
- Communication

Work Behaviour Examples

- Listens carefully and makes sure the visitor feels heard and appreciated
- Answers visitors politely and shows helpfulness to meet their needs
- Only performs actions that are in accordance with the rules and procedures
- Has no difficulty adapting to changes in rules and regulations
- Takes direct action in order to ensure quality of work
- Is critical towards own achievements and sees opportunities to improve constantly
- Provides clear explanations that are easy to follow
- Speaks proper Papiamento, English, and Dutch. Spanish is an advantage

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