

# HIRING PLAN AND POLICY

## HIRING PLAN BY ROLES AND LEVEL 1 BACKGROUND CHECKS

### JOC HIRING POLICY IS FOCUSED ON CUSTOMER SAFETY, TRAINING, RETENTION AND EMPLOYEE GROWTH AND EMPOWERMENT IN SERVING THE PUBLIC

#### JOC - HOC VALUES STATEMENT

Jupiter - Halpatiokee Outdoor Centers were inspired by a love of the outdoors, serendipity, and leading recreational successes nationwide. JOC - HOC is a home for people who share a love and respect for the outdoors.

We are individuals who have a passion for educating others on the wonders of nature and our unique local ecosystems in a safe, convenient, reverent way. Whether it be participants in its youth programs, tourists visiting, or locals exploring, JOC - HOC is all about connecting people with nature.

JOC - HOC is much more than just a water sports rental and eco tour company. It embraces Florida's unique outdoor lifestyle by constantly expanding its offerings to reach as many adventure seekers and nature enthusiasts as possible. We encourage our staff to create specialty tours and offerings based on their passions, relative to JOC's - HOC's mission.

#### Example: graphic of Clear Check Report



**Report:** ClearHire - National Background Check  
**Date Ordered:** 09/29/2022  
**Company:** Jupiter Outdoor Center

#### ELECTRONIC SIGNATURE (E-SIGN) NOTICE

I have been authorized to complete electronic documents in connection with my employment and background check process and receive legal notices throughout the background check process electronically. During the process, I was asked to "sign" one or more of the documents with an electronic signature.

By signing the documents electronically, I acknowledged the disclosure, clicked the checkbox and the buttons appearing at the bottom of each page.

My electronic signature below is binding as if you had physically signed the document by hand.

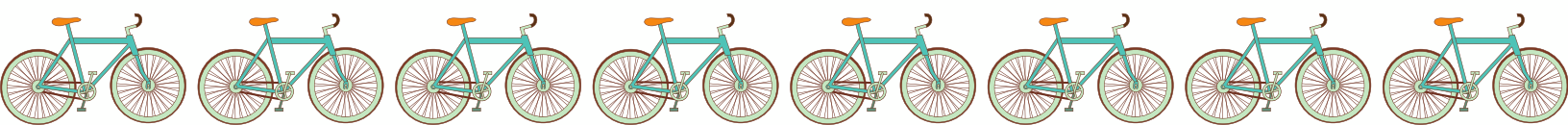
**Full Name:** Ira Jay Evangelista  
**Address:** 3500 Marigold Court, Apt 210 Palm Beach Gardens FL 33410  
**Date of Birth:** 01/18/1985  
**Social Security Number:** XXX-XX-3156  
**Gov't Issued ID:** N/A  
**Email:** evangelista.ira@gmail.com  
**IP Address:** 76.109.35.151  
**Time & Date Signed:** 09/29/2022, 04:06 PM UTC

*Ira Jay Evangelista*

### BACKGROUND CHECK POLICY

JOC - HOC uses nationally established vendors for 100% accountability of all staff hires. Our HR policy is focused on accountability to protecting the rights of staff, membership, the public and the parks.

Monthly and annual reviews are followed up with incident reporting following established HR-SOP.



# SAMPLE JOB DESCRIPTIONS

## LAUNCH AND MAINTENANCE STAFF POSITION

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JOB STATUS Part-Time / Full Time

SALARY \$15/Hour + Tips

(Guaranteed \$15 min.)

SUPERVISOR JOC General Manager

Launch/Maintenance staff has a wide range of job responsibilities, with a main focus on exceptional customer service, proper equipment setup, and equipment/property upkeep. Position may include work away from the main location at Riverbend Park in Jupiter. Other locations and venues associated with JOC to include (but not limited to) the following:

- Halpatiokee Park
- Jupiter Inlet Lighthouse Outstanding Natural Area (JILONA/Lighthouse/Jupiter Inlet area)
- Headwaters Eco Retreat (AirBnb rental in Jupiter Farms)
- Oceanside vacation rentals associated with JOC
- Additional concessions secured post-hiring

#### QUALIFICATIONS

- Able to lift min. 50lbs repeatedly throughout the day
- Able to be physically active, bending, lifting, pushing, etc. for long periods during busy time
- Experience using basic hand tools or capacity to learn
- Basic paddling skills (canoe, kayak, SUP) or willing to learn

#### DESIRED QUALIFICATIONS

- Customer service experience in any capacity
- High school diploma or equivalent
- Valid driver's license
- Outstanding communication, presentation

#### ESSENTIAL FUNCTIONS

This employee will have wide exposure to various job roles and tasks. Exceptional customer service is imperative at all times. Your main job is setting up and maintaining equipment in between assisting guests into and out of their rental, ensuring guests receive information and guidance in all that JOC-HOC has to offer, as well as responding to guest requests as they arise.

#### RESPONSIBILITIES & SCOPE

- Launching guests in kayaks and canoes: assisting with boat entry/exit
- Cleaning boats between uses
- Maintaining friendly, upbeat customer interactions
- Seeking opportunities to EXCEED customer expectations
- Maintaining clean, organized work areas
- Repairing kayaks, canoes, bikes, other equipment
- Equipment maintenance (pressure cleaning, parts replacement, etc.)
- Reporting issues to manager
- Collaborating with co-workers and supervisors

#### SKILLS & TRAITS:

- Experience using basic hand and electrical tools
- Mechanical aptitude
- Eye for details
- Good communication and interpersonal skills
- Ability to work without constant supervision
- Self-motivated
- Quick learner
- Follows instructions
- Physical stamina and dexterity
- Enjoys interacting with all types of personalities

# SAMPLE JOB DESCRIPTIONS

## YOUTH CAMP DIRECTOR

### YOUTH CAMP DIRECTOR

JOB STATUS: Full Time

SALARY \$4000 per week + 5% of net

SUPERVISOR JOC General Manager

#### YOUR POSITION WITH JOC

In the role as a Youth Camp Director, your duties will include hiring, leading, scheduling, training, and supervising staff. Your duties may also include modifying activities to suit the needs of specific groups. To ensure success, camp directors should exhibit experience in developing camp curricula and demonstrate the ability to assume responsibility for the day-to-day management of a camp. Outstanding candidates prioritize the safety of all campers and ensure an excellent, positive experience. This position starts as part-time, but when camp is in session, the position is full-time (40-50+ Hours per week). Camp youth directors will be an active participating counselor while camp is in session.

#### ESSENTIAL FUNCTIONS

The Youth Director of Camp at Jupiter Outdoor Center's essential functions and responsibilities include but are not limited to the following:

- Ensure the safety of yourself, campers and staff
- Breathe life, energy, and excitement into campers and staff
- Create camp calendar & post on social media and website
- Hire, lead, schedule, train, supervise staff
- Hands on, take charge of camp every day during spring break & summer
- Liaison with American Camp Association and American Canoe Association
- Manage equipment logistics with Dani/camp staff; properly maintain equipment
- Liaison with Dani and camp partner locations (e.g., JILONA, River Center); negotiate and secure agreements with said partner locations

#### RESPONSIBILITIES & SCOPE

- Partner with assistant or co-director to hire, on-board, train, supervise and schedule camp interns and staff
- Create and initiate camp activities and programs to ensure safety and fun using American Camp Association (ACA Camp) and American Canoe Association (ACA Paddling) standards
- Assist with camper open house and attend camp marketing events
- Complete minimum of five hours per year of professional development related to ACA core competencies

#### MINIMUM QUALIFICATIONS

- At least two years verifiable experience supervising and leading both youth and staff in outdoor activities and watersports (e.g., kayaking, snorkeling, hiking, biking, etc) as well as environmental education and leadership development
- College degree or the equivalent along with strong interpersonal skills
- The ability to create and follow a budget, hire and train staff and create curriculum
- Directors must have or commit to obtaining American Canoe Association certification or training, first aid and lifeguard training and be familiar with or become versed in safety and administrative procedures required by The American Camp Association

#### DESIRED QUALIFICATIONS

- Directors must have or commit to obtaining American Canoe Association certification or training
- First Aid and Lifeguard Training
- Be familiar with or become versed in safety and administrative procedures required by the American Camp Association

# SAMPLE JOB DESCRIPTIONS

## TIKI STAFF / POINT-OF-SALE ADMIN AND COUNTER SUPPORT

### TIKI STAFF (POINT-OF-SALE/ADMIN/KAYAK LAUNCH)

JOB STATUS Part-Time / Full Time

SALARY \$15/Hour + Tips

(Guaranteed \$15 min.)

SUPERVISOR JOC General Manager

Tiki Staff has a wide range of job responsibilities and may include work away from the main location at Riverbend Park in Jupiter. Other locations and venues associated with JOC to include (but not limited to) the following:

- Jupiter Inlet Lighthouse Outstanding Natural Area (JILONA/Lighthouse/Jupiter Inlet area)
- Headwaters Eco Retreat (AirBnb rental in Jupiter Farms)
- Oceanside vacation rentals associated with JOC
- Additional concessions secured post-hiring

#### ESSENTIAL FUNCTIONS

The employee will have wide exposure to various job roles and tasks. To start, (s)he will be introduced to the operations of an outdoor recreational rental concession based in a large, nationally recognized county park (Riverbend Park). This includes duties such as providing exceptional customer service to guests; promptly answering phone and email inquiries; repairing, delivering, loading/unloading equipment; guided tour operations; learning various software programs and apps related to the business as well as responding to guest requests as they arise.

#### RESPONSIBILITIES & SCOPE

- Administer quality customer service in a courteous, professional manner to a wide range of personalities and ages.
- Work Point of Sale (POS) at JOC's Tiki rental concession at Riverbend Park, greeting guests and launching customers into the water.
- Answer phones with JOC's standard greeting
- Treat every phone call as an opportunity
- Assist in checking and responding to emails sent to the staff email address.
- Perform daily opening and closing procedures as assigned.
- Keep equipment in good repair. Some examples include replacing bungees and kayak hardware; greasing paddles; routinely pressure washing boats; rinsing bikes and wiping them clean; sanitizing kayak seats and life vests, etc.
- Maintain clean and organized work areas, including storage trailers and grounds at Headwaters.
- Use maps to convey trip plans to guests according to their trip length and desired route (boats and bikes).
  - Launch guests into river and assist upon return
- Attend JOC tours to learn safety procedures, paddling techniques, and local knowledge of history, wildlife, and surrounding ecosystems. Once trained, the employee has the possibility of guiding tours.
- Load/unload and properly secure rental equipment as needed for offsite tours and events. This may include driving company truck and trailer with up to 20 or more boats/SUPs/bikes.
- Drive company vehicle to transport guests with or without equipment.

