



Farm Tour Crew Member

Position Description

Pono Pacific Land Management, LLC was founded with a vision of helping Hawai'i's conservation agencies and landowners. Since 2000, we have been providing specialized services to a wide variety of clients in almost every ecosystem in Hawai'i, from mountain ridgelines and forests to coastal areas and near-shore reef systems.

In 2019, Pono Pacific was contracted by Turtle Bay Resort to manage 468 acres of agricultural land mauka of the resort. Kuilima Farm is a healthy, vibrant farm that matches best-in-class sustainability practices alongside Hawaiian knowledge and culture. The ideal candidate will exhibit the values that steer our organization: character, humility, 'ohana (family/community-mindedness), service, excellence, and nobility. The Farm Tour Crew Member will act in the best interest of the company, other employees, and in a fair, safe, effective, and legal manner.

The Farm Tour Crew Member will work directly under the direction of the Agritourism Lead as well as the Farm Supervisor. The Farm Tour Crew Member's responsibilities are primarily to conduct successful regular farm tours and agritourism programming. This includes leading walking tours through the property, communicating the unique history and vision of Kuilima Farm to guests, answering questions, and supporting all logistics and organizational details related to tours and programs. This position will also require occasional work on in the field, farming, well as in the farm stand, supporting customers. An ideal candidate should be passionate about local agriculture and possess a high degree of professionalism, leadership, communication, and organizational skills.

Specific Position Goals/Expectations:

- Guide guests on walking tours in the sun, rain, and changing weather conditions
- Memorize scripts, project voice courteously, provide impromptu insights that deepen guest experiences
- Streamline guest experience logistics from the time they arrive until they depart
- Review ticketing information digitally or in hard-copy
- Ensure that guests and crew are following safety guidelines
- Interact constantly with guests to answer questions, provide event information and create a positive experience
- Be upright standing and walking for long periods of time
- Handle stressful situations with grace, including guest emergencies e.g. lost children, etc.
- Maintain accurate records
- Perform routine cleaning procedures before and after business hours
- Be willing to work outdoors and able to work a variety of shifts, including weekdays, weekends, holidays and special events
- Occasionally perform varied farm work: planting, weeding, harvesting, and more.
- Occasionally perform customer service work in the farm stand: making transactions, attending to customers, tidying the retail space, etc.

Desired Qualifications:

- Bilingual
- Significant Customer Service Experience
- Agricultural experience and/or enthusiastic about sustainability and strengthening Hawaii's food system
- Excellent communicator
- Flexible, willing to work on different teams and projects as circumstances require
- Able to pass a background check
- Able to lift and carry a minimum of 50 pounds

Starting Pay: Minimum \$14.00-\$15.00/hour, based on education and experience.



Benefits:

- Health care with dental, drug, and vision
- 401(k) Plan
- Training and development opportunities

To apply, please submit a cover letter and resume to ponojobs@ponopacific.com, or mail to:

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