



Job Description: Tour Guide

Organization: Macaw Recovery Network, Costa Rica

Location: Punta Islita, Guanacaste, Costa Rica

Reports to: Operations Manager

Supervises: Tour volunteers

Contract duration: To be confirmed

Start Date: May 2025

About Us

The Macaw Recovery Network (MRN) is a dynamic conservation organization committed to protecting endangered parrots and their habitats. Through innovative species recovery programs, habitat protection and restoration initiatives, and active community engagement, we strive to secure a thriving future for these iconic birds. Established in Costa Rica in 2018 and registered in the United States in 2022, MRN operates with a combined annual budget of over \$750,000. In addition, over the past two years, we have successfully raised over a million dollars to protect critical rainforest habitats through land acquisition.

At MRN, we are driven by a passionate and close-knit team with bold plans for the future. Join us in our mission to safeguard parrots, protect biodiversity, and inspire conservation action on a global scale.

Position Overview

This role focuses on managing and growing all fundraising-driven visits at the Punta Islita Wild Macaw Reserve, enabling the Macaw Recovery Network (MRN) to increase its unrestricted funds generated through the tours and merchandise program. The position will aim to inspire a philanthropic attitude toward MRN through daily tours and to increase the visitor rate each year.

Key Responsibilities

- Respond to phone and email inquiries related to visits, reply to online reviews (TripAdvisor, Google, and other platforms), and ensure overall visitor satisfaction.
- Manage and develop the online booking system, including entering externally requested reservations or cancellations (by phone or email), updating reservation payments after each tour, and generating reports when requested.
- Deliver the daily tour presentation and continuously develop its content and quality to reflect the project's current impact.
- Ensure that visitor emails and additional donor information are collected and shared with the appropriate team members.
- Manage merchandise inventory and sales records, consistently work to improve its display in the visitor center, and actively promote merchandise during tours.
- Manage all cash income from tour fees, donations, and merchandise sales.

- Actively collaborate with MRN's Director of Operations to ensure all tours are properly recorded.
- Maintain a positive relationship and clear communication with the local art group, supporting merchandise collection, payment, and providing constructive feedback.
- Foster strong relationships and communication with other partners who refer clients, with the goal of expanding our partner network.
- Communicate with other MRN team members to ensure the tour operates smoothly as an integrated part of the organization.
- Oversee ongoing maintenance of the facilities and collaborate on development projects to ensure tour infrastructure, trails, and parking areas remain high quality.
- Support promotional efforts to increase tourism visits from the region.
- Develop new experiences to raise funds and expand customer outreach.
- Promote tours to local hotels, resorts, and other points of tourist interest.
- Ensure high volunteer satisfaction and meaningful learning opportunities.
- Promote email list signups effectively to grow the number of potential donors.

Key Performance Indicators

- At least two favourable mentions on TripAdvisor per month, maintaining a TripAdvisor rating between 4.5 and 5 stars — the higher, the better.
- 20% increase in tour visits within the first year.
- 20% increase in merchandise sales within the first year.
- 20% increase in tour-based donations within the first year.

Qualifications & Requirements

Education and Experience

Applicants with degrees or certifications in related fields such as Tourism, Ecotourism, Natural Resource Management, Ecology, or Environmental Sciences will be given preference.

Skills and Competencies

- It's essential the applicant possesses a valid driver's license.
- It's desirable that the applicant holds a current certification in basic first aid and cardiopulmonary resuscitation (CPR)
- Ideal applicant have the certificate of completion for the "Tour Guide Training and Certification Course" accredited by CONAGUITUR.
- Communication skills; good grammar, spelling, punctuation, and vocabulary in English.
- Comfortable leading groups and speaking in front of an audience.
- Previous knowledge of bird biology and behavior.

Technical Skills

- Basic knowledge of Excel and Word.

- High level of English and basic level of Spanish.

Personal Attributes

- Must be able to communicate effectively, speaking clearly and adapting style to different audiences.
- Must be flexible and able to adapt to unforeseen situations, such as changes in weather or the itinerary.
- Must be friendly, charismatic, and able to interact positively with people from diverse cultures.
- Must be knowledgeable about safety protocols and first aid, especially in natural environments.
- A true love for the natural environment and Costa Rican culture is essential to inspire enthusiasm in tourists.
- Must be able to plan itineraries, manage time, and coordinate activities efficiently.
- Must be sensitive to cultural differences and able to handle situations with respect and understanding.
- Must be respectful, honest, humble, and possess a strong sense of empathy.

Work Environment

MRN is composed of a team of (mostly) young, and high-performing young professionals. We expect honest and direct communication. We support learning and growth, which requires humility and mutual respect. We are aligned and deeply committed to our mission. There will be times when extra hours are needed to carry out specific activities. At the same time, we offer considerable schedule flexibility to compensate for these demands.

Being a team is important to us, and when conditions allow, we enjoy going birdwatching, having adventures, or having fun together on weekends. Please check our values here: <https://macawrecoverynetwork.org/the-network/>

How to Apply

- Interested candidates should contact us by email with the subject line: **Official tour guide** at hr@macawrecoverynetwork.org, attaching the following:
 1. A cover letter in English, along with their requested compensation amount.
 2. A resume, limited to one page.

**Applications that do not include both documents or do not have the correct subject line will not be considered.*
- The deadline for receiving applications is **May 23, 2025**.
- MRN reserves the right to remove this job posting at any time.