



JOB DESCRIPTION: Zipline Guide

Level: Seasonal Entry-Level

Successful and Effective Sky Tours Zipline Guides ...

... will have a personal commitment to physical fitness, professionalism, exceptional customer service and safety.

Function:

Under the supervision of the Sky Tours Course Manager, in accordance with the mission and vision of the Company, provides a safe, informative zipline tour experience for guests. The main function, in addition to ensuring each guest tour is safe, is to create an unforgettable experience that each zipline customer will remember and talk about for years. Zipline Guides must use communication skills to engage and react with each guest and ensure an exceptional time is experienced by everyone.

Overview of Essential Duties and Responsibilities:

This position is responsible for ensuring the safety and exceptional experience for all zipline guests. Responsibilities include setting stop ropes, tying required knots, assisting guests in proper harness and helmet fitting, demonstrating proper zipping techniques, operating the zipline activity, breaking guest's speed upon incoming approach, performing retrievals and rescues, inspecting equipment, and educating guests about Union Park history. The Zipline Guide is responsible for, but not limited to, the following:

Essential Duties:

- Daily opening and closing procedures of zipline course.
- Supervising the progress and experience of each assigned tour group.
- Fitting harness and helmets correctly and supervising the use of all safety equipment.
- Conducting pre-tour safety orientation for each tour group.
- Using customer engagement skills to ensure a memorable experience for each guest.
- Assuring the safety and wellbeing of guests throughout each tour.
- Performing course rescues.
- Educating guests about the history of Union Park as well as geology, flora, and fauna.
- Conducting complete inspections of all course components and gear.
- Assisting with course maintenance efforts.
- Attending required meetings and trainings.

Pre-flight Duties:

- Inspecting all lines for safety.
- Inspecting each platform for safety, cleanliness, and supplies (water, first aid, etc.).
- Inspecting harnesses, pulleys, carabineers, and helmets for integrity and cleanliness.
- Assisting with weigh-in, waivers, and harness distribution.

Tour Duties:

- Meeting and establishing a rapport with each guest.
- Reviewing safety issues, answer questions.
- Demonstrating how to carry gear and wear safety harness.
- Continuing to build relationship with guests throughout the tour by using communication skills to listen, engage, and converse. Building excitement about the forthcoming experience.
- Introducing guests to historic displays and features/answers questions/discuss displays.
- Attaching guests to the cable and perform essential safety check every time before anyone zips.
- Zipping to next landing point demonstrating proper zipping techniques.
- Assisting with the landing of each participant, insuring their safety on every approach.
- Responsible for all gear safety and maintenance, including but not limited to washing, cleaning, sanitizing, and preparing the equipment.

Qualification Requirements:

Must pass and complete required site-specific safety training course according to PRCA standards offered by the Company. To perform this job satisfactorily, an individual must be able to perform each essential duty satisfactorily. Potential guides must be able to work at heights comfortably.

Guides must:

- Be able to communicate effectively with both adults and children in both group and individual settings.
- Be able to handle stressful situations calmly and effectively.
- Be able to handle multiple tasks and be creative and motivated.
- Have a great attention to detail to ensure safety and overall positive guest experience.
- Have excellent interpersonal, verbal, and written communication skills.

Experience and Education:

High school diploma or general education degree. Candidates must be 18 years old on or before April 1 of the summer for which you are applying. Prior experience with outdoor recreation, athletics, educational roles, high ropes instructor experience, or ziplining is a plus.

Language Skills:

Ability to read, analyze, and interpret general business instructions, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively respond to questions from managers and guests.

Physical Demands:

Candidates must:

- Have the physical capability to assist and accommodate guests of various sizes throughout the course, including rescues.
- Be able to hike, climb, and rappel to and from high altitudes.
- Possess full range of overhead arm motions.
- Have full hand dexterity.
- Have strong upper body to pull self and the potential addition of 270 pounds more along each cable's incline.
- Be able to walk and stand for long periods of time.
- Be able to decrease the speed of, and stop, guests of various weights and speeds as they approach each incoming landing point.

Work Environment:

Each zipline guide is required to work in a fast-paced, professional, and team-oriented work environment. The majority of work is conducted outdoors in climates from 40° to 100° Fahrenheit.

Alcohol and Drug Testing:

Employees may not arrive on duty under the influence of alcohol or drugs (*prescription or otherwise*). Because this position is a safety-sensitive position, employees will be subject to random alcohol and drug testing similar to federally-mandated random drug testing for boat operators and tour bus drivers.

DISCLAIMER:

This job description in no way states or implies that these are the only duties performed by the employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.