



## COURSE MANAGER

**Reports to:** General Manager

**Department:** Operations

**Job Purpose:** Responsible for staff development and day-to-day management of all zip line canopy tour and aerial adventure course operations as pertains to customer service, sales, quality of tour operations, course maintenance, staffing, and risk management. Strong communication and customer service skills are a must.

Candidate must have strong supervisory and management skills with at least two years experience managing outdoor adventure tours. At least one year guiding on a zip line tour or canopy tour built by the same builder with the same or similar risk management and operational systems is a must.

Extensive training in management, operations, staff development, and construction practices will be provided by the company. Candidate must be prepared for extensive testing and scrutiny.

### Key Responsibilities and Accountabilities

1. Responsible for supervision of all guides and field staff
2. Manage and coordinate staff scheduling
3. Carry out quality control and risk management plan ensuring staff adherence to company operating procedures and guidelines
4. Plan and carry out internal staff development curriculum, including regular staff assessment and evaluation
5. Assist with hiring and new staff intake procedures
6. Coordinate training, staff skill verification, and inspections
7. Conduct periodic course inspections
8. Maintain records of course equipment, materials, maintenance and inspections
9. Responsible for supervision of all participant groups and staff
10. Carry out basic course maintenance operations
11. Respond to customer inquiries and requests

### Minimum Requirements

- All skills required of a Level 2 Zip Line Tour and Aerial Adventure Course Guide
- College degree or equivalent
- Two or more years of experience managing outdoor adventure programs
- Risk management experience
- Current First Aid, CPR, AED Certification; WFR or EMT preferred but not required.
- Proficient computer skills including MS Word, MS Excel, and CRM toolsets; experience managing web-based applications preferred
- Able to handle demanding work schedule with long work weeks in a multi-task environment
- Comfortable and capable of working at heights
- Comfortable giving and receiving feedback





- Rough carpentry, landscaping, and zip line cable rigging experience
- Strong oral and written communication skills
- Always maintain professional appearance and represent the company in a positive way
- At least 21 years of age

**Disclaimer:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, but to convey an idea of the role and type of job responsibilities that will be required of the employee. Employees will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.