



ZIP LINE CANOPY TOUR, LEVEL 2 AERIAL ADVENTURE PARK GUIDE

Reports to: Course Manager

Department: Operations

Overview: Level 2 Zip Line Canopy Tour and Aerial Adventure Course Guides are responsible for instructing and overseeing the progress of assigned participant groups through the zip line canopy tour or aerial adventure course. This position requires applicants to be comfortable working in the outdoors and at heights. Applicants must have strong presentational skills and be comfortable presenting on the natural history and ecology of the region. They must also possess a calm presence and be prepared to accept the responsibility of managing participants in real risk scenarios while working at height.

Applicants must show at least one month of experience as an Assistant Zip Line Canopy Tour and Aerial Adventure Park Guide or equivalent experience at another zip line canopy tour or aerial adventure course using the same or similar operating systems, complete an ArborTrek training program and pass a written and practical skills test.

Key Responsibilities and Accountabilities

1. Responsible for overseeing the progress of an assigned participant group through the tour
2. Supervise the work of any Level 1 Guide, Course Monitor, or Trainee assigned to the group
3. Conduct a complete visual inspection of all course components and all course gear
4. Fit course gear correctly and supervise the use of all personal safety equipment
5. Lead orientation and participant training sessions
6. Clearly communicate safety procedures and guidelines to large groups of guests
7. Deliver tour presentation on ecology and natural history
8. Model appropriate risk management through effective communication, accurate record-keeping, regular skill development, adherence to company operating procedures and guidelines, and on-course behavior
9. Complete daily and period inspections of the zip line tour including course gear and structures
10. Assist in course maintenance, facility cleaning, customer service, and operation tasks when not leading tours
11. Participate in regular staff development workshops and maintain proficiency in rescue skills

Minimum Requirements

- All skills required of a Level 1 Zip Line Canopy Tour Guide and Aerial Adventure Course Guide
- Capable of working at heights, including movement along cables at more than 100 feet above the ground
- Job will require walking, standing, and hanging in a harness for long periods of time
- Current First Aid, CPR, and AED certification (provided during guide training)
- Pass a written and practical exam and demonstrate ongoing proficiency in core skills
- Able to lift and carry 40lbs. of weight and hike three miles per day
- Able to handle demanding work schedule with long work weeks in a multi-task environment
- Strong self-care skills; capable of working outdoors in adverse environmental conditions
- Strong oral communication skills





- Always maintain professional appearance and represent the company in a positive way
- At least 18 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.