

# GLACIER ZIPLINES

## Guide Position

**JOB OVERVIEW:** Guides will be leading groups on a zipline canopy tour while providing a safe, fun, and engaging experience for guests of all ages and abilities.

### **Essential Duties:**

- Correctly fitting harness and helmets and supervising the use of all safety equipment.
- Conducting pre-tour orientation for guests.
- Performing course rescues.
- Conducting complete inspections of all course components and gear
- Attending required meetings and trainings.
- Responsible for equipment safety and maintenance, including but not limited to washing, cleaning, sanitizing, and preparing the equipment.

### **Pre-flight Duties:**

- Inspecting lines for safety
- Inspecting platforms for safety, cleanliness, and supplies
- Inspecting harness, pulleys, carabineers, and helmets for integrity and cleanliness.
- Assisting and harness distribution.

### **Tour Duties:**

- Meeting and establishing a rapport with each guest.
- Reviewing safety issues and answering questions.
- Demonstrating how to use gear and wear safety harness.
- Continuing to build relationships with the guests throughout the tour by using communication skills to listen, engage, and converse.
- Building excitement about the forthcoming experiences.
- Attaching guests to the cable in a correct and safe manner.
- Assisting with the landing of participants, insuring their safety on every approach.

**Qualification Requirements:**

- Candidates must be 18 years old.
- Must pass and complete the required site-specific training course according to standards offered by the company. This training will be provided by Glacier Ziplines at the time of employment.
- Potential guides must be able to work at heights comfortably.
- Guides must possess or be willing to possess a valid CPR/First Aid certification by time of employment. Glacier Ziplines will provide CPR/First Aid training at the time of employment for anyone who does not have it by the start of the season.

**Guides must:**

- Be able to communicate effectively with both adults and children in both group and individual settings.
- Be able to handle stressful situation calmly and effectively.
- Have a great attention to detail to ensure safety and overall positive guest experience.
- Have excellent interpersonal, verbal, and written communication skills.
- Work well in a both a slow pace and fast pace work environment.

**Experience:**

- Prior experience with outdoor recreation, athletics, high ropes courses, or ziplining is helpful but not required.

**Physical Demands:**

## Guides must:

- Have the physical capability to assist and accommodate guests of various sizes throughout the course, including rescues.
- Have a strong upper body to pull self and the weight of another guest (up to 250lbs) along each cable's incline in the event of retrieval.
- Possess full range of overhead arm motions.
- 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 the landing platform.