



# ZIPLINE TOUR GUIDE

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**Employee Status:** Part Time / Seasonal

**Compensation/Pay Range:** \$18.00-\$21.50 per hour depending on experience.

**Classification:** Non-Exempt

**Work Schedule:** Variable during hours of park operation.

**Reports To:** Julian Avalos, General Manager

## About Pumpkin Ridge Zip Tour |

Pumpkin Ridge Zip Tour is an inclusive community of people working together in the outdoors using ziplines as a tool for fun, growth and change. Since 2015, co-owners Erik and Jennifer Marter (alongside many others) have grown us into a well-recognized and highly regarded zipline tour that invites each guest to enjoy the natural environment and consider their place within it.

We do this by having excellent staff, a well-maintained tour and creating a welcoming environment where everyone feels safe.

We encourage you to learn more about who we are and our culture before applying by looking at our website. We want you to be confident that Pumpkin Ridge Zip Tour is a good fit for you!

## The Role |

A Zipline Tour Guide is responsible for delivering physically and emotionally engaging adventure tours on our Zipline Tour while demonstrating excellent customer service by acting with a "guest comes first" attitude. Guides connect and respond to the needs of guests while following all operational policies and procedures to minimize risk and ensure quality program delivery in a manner consistent with Pumpkin Ridge Zip Tour's Policies and values.

## Your Responsibilities |

- ◆ Co-lead zipline tours and provide an interactive and enjoyable experience for guests; be comfortable leading groups ranging in age from children to older adults.
- ◆ Effectively and safely handle attaching and detaching of equipment and have a complete understanding of the zipline experience and protocols.
- ◆ Create a fun and safe work environment. Set the mood of the company by reflecting a positive enthusiastic tone.
- ◆ Physically assist guests by performing zipline assists/rescues and performing first aid.
- ◆ Must be able to conduct and initiate pleasant and knowledgeable conversation about the tour and participate fully in the guest's orientation and equipment setup.



- ♦ Take proper care of all equipment including pre-use inspections and documentation.
- ♦ Manage daily cash, sell t-shirts, collect vouchers for tours and turn them in to the manager.
- ♦ Additional duties as assigned by supervisor.

### **Supervisory Responsibilities |**

- ♦ This position has no direct reports.

### **Experience and Education Required |**

- ♦ Previous experience in a customer service role preferred.
- ♦ Previous experience in ropes/challenge course or outdoor recreation activities preferred.
- ♦ CPR and First Aid Certification required (opportunity will be provided if you don't have certification when hired).

### **Knowledge, Skills and Abilities Required |**

- ♦ Pleasant, enthusiastic, and fun demeanor.
- ♦ Interest in providing the best guest experience possible.
- ♦ Ability to learn new skills quickly.
- ♦ Able to give clear, concise instructions to groups of people regarding rules, equipment usage and safety concerns.
- ♦ Willingness and ability to work with a variety of age groups and backgrounds.
- ♦ Be comfortable leading groups ranging in age from children to older adults.
- ♦ You need to be legally able to work in the United States and pass a background investigation.

### **Work Environment |**

- ♦ The work environment of the job requires employees to work both inside and outside in heat/cold, wet/humid, and dry/arid conditions.
- ♦ Some of the job will occur at heights exceeding 80 feet.

### **Physical Requirements |**

The physical demands described here are representative of those an employee must meet to successfully perform the essential functions of the job:

- ♦ Requires you to work both inside and outside in heat/cold, wet/humid and dry/arid conditions.
- ♦ Requires sitting, standing, squatting, stooping, twisting, and the ability to lift/carry 40+ lbs.
- ♦ Requires the ability to work in a physically strenuous environment.



- ◆ Must be comfortable at heights exceeding 50 feet.
- ◆ Employees must be able to rescue a 250lb person from up to 100 feet above the ground using a variety of rescue techniques.

### **Travel |**

- ◆ There is no travel in this position.

### **Other Duties |**

The job description above is not designed to cover or contain a comprehensive listing of activities, duties or other responsibilities that may be required of the employee. Duties, responsibilities, and activities may be assigned at any time with or without notice.

### **Equal Opportunity Statement |**

NW Adventures is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race, color, national origin, ancestry, religion, sex, pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy regarding all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

### **Final Notes |**

The requirements listed above are guidelines. If you feel you can perform this role, we encourage you to apply. "Experience" refers to both paid and unpaid work, including volunteer, student and pro-bono work, all of which meaningfully contribute to your skillset, knowledge, and competencies. You can boost your application by showing us you can do the work required of this role and explain how you are acquiring any skills that will help you excel in this work in the future.

If you have a unique need and require accommodation or assistance with our application process, please contact us to tell us how we can help.

### **How to Apply |**

Submit your cover letter and resume to [info@pumpkinridgeziptour.com](mailto:info@pumpkinridgeziptour.com) or forward to our Human Resources Department at [HR@teamsynergo.com](mailto:HR@teamsynergo.com).