



TRAINING, INSPECTIONS AND PROGRAMS (TIPs) LEAD

Employee Status: Full Time Hourly

Pay Range: \$25.50-34.50 / hour depending on qualifications.

Work Schedule: 40 hours/week, extended travel days and some weekend work required.

Work Location: Hybrid with remote work and travel. Some in-office hours may be required. Home office is located in Tigard, Oregon.

Reports To: Alex Moore – Director of Training

About Synergo |

Synergo is an inclusive community of people working together in the outdoor and aerial adventure industry. Since 1994, co-owners Erik and Jennifer Marter (alongside many others) have grown us into an internationally recognized company that partners with organizations using outdoor “high-adventure” activities as tools for recreation, growth and change. We do this by offering design, construction, program, training, inspection, consulting, equipment sales and more so that each of our clients can manage and operate safe, fun and educational activities.

The Role |

Synergo is proud to be seeking a full-time detail-oriented individual who can bring their high-energy and passion for experiential education to our rapidly growing TIPs departments. As a TIPs Lead, you will report directly to the Director of Training and be responsible for designing and delivering challenge course, zip line and aerial adventure trainings, producing policy and procedure manuals and documentation for clients. You will also work with the Synergo program team to lead outdoor experiential learning programs to a diverse clientele. Finally, you'll perform professional inspections in alignment with the ACCT standards under the supervision of the Inspections Manager.

Your Responsibilities |

- Deliver Synergo trainings and programs on-site at camps and commercial courses throughout the US by conducting client intake, training design, delivery and follow-up.
- Administer proficiency testing and certifications in alignment with ACCT standards.
- Create operations and training documentation including policies and procedures manuals, training reports and associated operations forms for a diverse clientele.
- Work with Program Director to coordinate and plan teambuilding program experiences ranging from a few hours to all-day programs to help meet the goals and needs of the group being served.
- Lead and interact with program participants in a welcoming, professional manner.



- Assess the group interactions and needs to adjust programming where appropriate. Lead reflection discussions to help groups uncover learning opportunities.
- Perform professional inspections and complete all relevant paperwork independently.
- Develop and grow long-term client relationships through excellent customer service.
- Complete administrative paperwork and record keeping in an organized and timely fashion.

Supervisory Responsibilities |

- Will supervise and mentor less-senior trainers and facilitators when delivering curriculum or programs.

Experience and Education Required |

- Documented relevant training in experiential education or related field through formal education (Bachelor's degree), or workplace experience.
- 3+ years working in the challenge course/aerial adventure field (previous experience working for an ACCT accredited PVM desired) with a current professional portfolio.
- Level 2/CM trained and certified and qualifications to work as a Level 2/CM trainer/tester in alignment with the Qualified Course Professional (QCP) standards for the Association for Challenge Course Technology (ACCT)
- Experience as a course manager or role completing and documenting in-house inspections.

Knowledge, Skills and Abilities Required |

- Proficiency with Microsoft and Google suite of products to produce client manuals, documents and reports.
- Effective communication and presentation skills that engage participants.
- Attention to detail and ability to complete paperwork in a timely manner.
- You need to be legally able to work in the United States and pass a background investigation.

Travel |

- Travel to client locations for multiple weeks in a row during the training season of March-August.



Work Environment |

- Job is located part time in Tigard, OR home office, part time remote and part time travel to training locations.
- 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 sitting, standing, squatting, stooping, twisting, and the ability to lift/carry 40+ lbs.
- Requires the ability to work in a physically strenuous environment.
- Requires lengthy teaching periods and speaking in a loud voice.

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 |

Synergo LLC 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.

SYNERGO LLC
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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 |

Send your cover letter and resume and current professional portfolio to our Human Resources Department at HR@teamsynergo.com.