



# ZipZone Outdoor Adventures

## Job Description

Job Title: Park Monitor  
Reports to: Reservation Supervisor  
Job Category: Administrative

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**General Responsibility:** Park Monitors are the eyes and ears of the park. Their primary responsibility is to ensure the safety and well-being of all of the parks guests as well as provide assistance and guidance where needed. It is the duty of the park monitors to ensure that each guest has an enjoyable and memorable experience.

### Education/Know How:

- Problem-Solving Skills
- Ability to relate to one's peer group
- Good character, integrity, and ability to adapt to an outdoor setting.
- Ability to accept guidance and supervision.
- Enthusiasm, sense of humor, patience and self-control.
- Should be energetic and customer service oriented
- Speak fluent English, multi-lingual is a bonus
- Must be have regular weekend availability; ideal candidates will also have flexible weekday availability and be able to commit to the full season
- Must have strong communication skills and a kind, patient approach to working with people, family and kid friendly.
- Candidates should have some work experience.
- Candidates with background/experience in one or more of the following areas are preferred: travel/tourism, service industry, customer service, outdoor adventure activities, education, fire/EMT/rescue, rope access construction, arboriculture, zip-line or challenge course industries, and/or general maintenance/construction.
- Must be a minimum of 18 years old
- High school graduate
- Current CPR and first Aid certifications (preferred)

### Specific Responsibilities:

- Monitors are responsible for greeting guests and providing general park information and direction.
- Responsible for harnessing guests as well as delivering instructional safety briefings and gear demonstrations.
- Monitors observe and assist guests as they maneuver throughout the park and the attractions, ensuring that guests are using equipment properly and safely.
- Monitors perform rescues and provide assistance to guests on the courses, as needed.
- Monitors ensure guests are comfortably and competently able to access age/skill appropriate courses/attractions.
- Monitors perform daily course inspections and equipment checks.
- Monitors assist in guest service operations, including cashiering, retail stocking and ticket sales.
- Monitors assist with park grounds and course maintenance, as needed.
- Monitors are responsible for checking, processing and maintaining park equipment.
- Monitors are responsible for assisting in park programs, such as teaching classes and event coordination, as needed.

### Physical & Mental Demands:

- Ability to lift 40 lbs.
- Position requires ability to walk around the rough terrain of ZipZone Outdoor Adventures.
- Able to stand/move without sitting for four to five hours at a time.
- Able to handle all emergency situations that may arise.
- Must be comfortable working at heights up to 65 feet.

**Essential Functions:**

- Ability to communicate and work with individuals or groups participating activities.
- Visual and auditory ability to identify and respond to environmental and other hazards related to all activities.
- Ability to communicate and follow safety regulations and emergency procedures.
- Ability to observe guests and enforce appropriate safety.
- Ability to identify and respond to hazards, weather emergencies, etc.
- Must have excellent presentation skills, comfortable with public speaking and providing regular presentations to groups of up to 30 people throughout the day.
- Monitors must be able to quickly and competently pick up new skill sets both in training and on the job while maintaining the highest quality standards of performance

**Other Duties:**

- Perform other duties as assigned by supervisors.

**Schedule:**

- This is an hourly, seasonal position—generally 35-40 hr/week. A limited number of part-time, weekend-only positions are available for full-season candidates only. Preference is given to full-time, full season candidates.
- Candidates should have a flexible schedule with both weekday and weekend availability. Seasons typically run from March through November
- Candidates that are available for the full season are highly preferred, and will be considered first for any extra winter, off-season hours that may become available.
- Candidates interested in Summer-only positions must be available for the full summer season—weekends and holidays are required.
- \*Please note that hiring for the full season begins in February/March; hiring for summer-season only staff begins in late-April.
- There is a mandatory training session (4-5 days) required for all candidates.

I have reviewed the above job description and agree to the terms herein. Nothing in this job description restricts management to assign or reassign duties and responsibilities to this job description at any time when deemed necessary by the ZipZone Outdoor Adventures.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
General Manager

\_\_January 16, 2018\_\_  
Date

*ZipZone Outdoor Adventures promotes an equal employment opportunity work place which includes reasonable accomodation of otherwise qualified disabled applicants and employees. Please see your supervisor should you have any questions about this policy or job duties.*

*Nothing in the job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time nor does it cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Job descriptions should never be misconstrued as an employee contract. All employees are “at will.”*