



ZipZone Outdoor Adventures

Job Description

Job Title: Adventure Park Staff

Reports to: Supervisor

Job Category: Best Job Ever

General Responsibility: Adventure Park Staff are the eyes and ears of the park. Their primary responsibility is to ensure the safety and well-being of all the parks guests as well as provide assistance and guidance where needed. It is the duty of the park Staff 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
- Must have strong communication skills and a kind, patient approach to working with people, family and kid friendly.
- Candidates should have some work experience.
- Must be a minimum of 18 years old
- High school graduate

Specific Responsibilities:

- Staff 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.
- Staff observe and assist guests as they maneuver throughout the park and the attractions, ensuring that guests are using equipment properly and safely.
- Staff perform rescues and provide assistance to guests on the courses, as needed.
- Staff ensure guests are comfortably and competently able to access age/skill appropriate courses/attractions.
- Staff perform daily course inspections and equipment checks.
- Staff assist in guest service operations, including cashiering, retail stocking and ticket sales.
- Staff assist with park grounds and course maintenance, as needed.
- Staff are responsible for checking, processing and maintaining park equipment.
- Staff 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.
- Staff 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 20-40 hr/week. A limited number of part-time, weekend-only positions are available for full-season candidates only.
- Must be have regular weekend availability; ideal candidates will also have flexible weekday availability and be able to commit to the full season
- Candidates should have a flexible schedule with both weekday and weekend availability. Seasons typically run from April 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.
- There is a mandatory training session required for all candidates.

Starting Pay: \$12/hr plus tips

ZipZone Outdoor Adventures promotes an equal employment opportunity, where all are welcome.