



### **ZIP LINE GUIDE:**

The Main function of a Zipline Guide is to provide an atmosphere in which guests can safely step out of their comfort zone and enjoy a fulfilling highlight to their Colorado vacation.

- Guide park guests on a 10 zipline tour with about 1.5 miles of hiking trails.
- Be able to efficiently and correctly gear up guests of many differing body types.
- Accurately inspect, record, and maintain safety equipment.
- Maintain a high level of attention and focus throughout the day.
- Instruct guests on the basic abilities needed to navigate through the Zip Line Course.
- Keep guests comfortable and engaged during the tour.
- Utilize strict and professional communications to ensure smooth operations.
- Constantly monitor and provide basic needs for the guests on your tour.
- Maintain a friendly and professional attitude at work.
- Utilize best practices and manage risk as best as possible.
- Assist in transporting guests and supplies to and from the course as needed.
- Participate in the improvement efforts of The EDGE and offer constructive feedback for the improvement of guide and guest experience.
- Maintain rescue skills and be able to maintain proficiency under adverse or stressful conditions.

### **Knowledge, Skills and Abilities**

All guides will be trained per ACCT Level I practitioner and Colorado state OPS standards for zipline tours. As part of this training, and during employment the following skills will need focus, understanding, and proficient demonstration.

- Identify, manage, and actively mitigate risks to both guests and guides.
- Focus on professional, respectful, and engaging coaching techniques.
- Understand the forces, loads, and overall physics of a zipline course and its operations.
- Identify proper use and limitations of equipment, safety lines, rescue kits, and course components.
- Demonstrate a proficiency in Incident Response tactics

### **Experience and Education**

High school diploma or GED. Candidates must be 18+. Prior experience with outdoor recreation, athletics, educational roles, high ropes instructor experience, or ziplining is a plus. Ability to effectively respond to questions from managers and guests.

### **Work Environment**

**Physical Demands:** Candidates must have the physical capability to, at times, perform technical rescues and assist a diverse set of guests through the zip line course.

Each zipline guide is required to work in a fast-paced, professional, and team-oriented work environment. The majority of work is conducted outdoors in beautiful Colorado weather.