



## **Job Description**

**Job Title: Seminole Aerial Adventures – Zipline Guide**

**Reports To: Lead Guide/ Supervisor/ Attractions Manager**

**FLSA Status: Non-exempt, part-time**

### **SUMMARY:**

The Guide will work as part of the Seminole Aerial Adventures (SAA) & Attractions team. Under the supervision of the SAA management team and the Attractions Manager, the Guide provides a safe, informative zipline tour experience for guests. In addition to ensuring safety, the primary function of the Guide is to create an unforgettable experience that each SAA guest will remember and talk about for years. Zipline Guides will use communication skills to engage with guests and ensure an exceptional time.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The employee in this position must perform all the essential job duties listed below; however, this list is not intended to be inclusive of all the specific tasks that an employee in this position may be expected to perform.

- Be an Ambassador for the Zoo at all times.
- Be part of a team that provides exemplary customer service at all times (in-person or via phone/email).
- Other functionalities include booking group/individual course times, answering phone calls, answering questions and organizing data, logs, and services rendered, as admin duties included in job functions.
- Essential duties consist of daily opening and closing procedures of the zipline course.
- Supervise the progress and experience of each assigned tour group.
- Fitting harness and helmets correctly and supervising the use of all safety equipment.
- Teach and conduct a pre-tour safety orientation for each tour group.
- Utilize customer engagement skills to ensure a memorable experience for each guest.
- Assuring the safety and well-being of guests throughout each tour.
- Performing course rescues.
- Educating guests about the history of the Central Florida Zoo as well as the animal collection
- Conducting complete inspections of all course components and gear.
- Assist with course maintenance efforts.
- Attend required meetings and training.
- Pre-zip duties also consists of inspecting all lines for safety.
- Inspect each platform for safety, cleanliness, and supplies (water, first aid, etc.).
- Inspect harnesses, pulleys, carabiners, and helmets for integrity and cleanliness.
- Assist with weigh-in, waivers, and safety-harness distribution.
- Tour duties consisting of meeting and establishing a rapport with each guest.
- Reviewing safety issues, answer questions.
- Demonstrate how to carry gear and wear a safety harness.
- Continuing to build a relationship with guests throughout the tour by using communication skills to listen, engage, and converse. Build excitement about the forthcoming experience.

- Introducing guests to displays and features/answers questions/discuss presentations.
- Attaching guests to the cable and perform essential safety check every time before anyone zips.
- Zip to the next landing point demonstrates proper zipping techniques.
- Assist with the landing of each participant, ensuring his or her safety on every approach.
- Responsible for all gear safety and maintenance, including but not limited to washing, cleaning, sanitizing, and preparing the equipment.
- Utilize sales skills and ability to upsell the Zoo and its amenities.
- Show knowledge of all coupons and discounts in the marketplace as advised by the Manager.
- Maintain open communication with department management and director.
- Responsible for periodic, successful inspections of all assigned work areas.
- Maintain safety protocols to keep Zoo guests and staff safe and secure.
- Have a working knowledge of radio procedures to execute safety protocols.
- Participate in Zoo events upon request.
- Develop and maintain relationships with Zoo guests, employees, and guests.
- Adhere to all Central Florida Zoological Society, Inc. policies and procedures.
- Other related duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must complete each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum 18 years old.
- Must provide a negative drug test result.
- Possess excellent communication and other interpersonal skills.
- Be able to communicate effectively with both adults and children in both group and individual settings.
- Be able to handle stressful situations calmly and effectively.
- Be able to handle multiple tasks and be creative and motivated.
- Have excellent attention to detail to ensure safety and overall positive guest experience.
- Have excellent interpersonal, verbal, and written communication skills.
- Reliable computer and tracking systems knowledge.
- Must be able to work both independently and as part of a team.
- Must wear protective equipment appropriate for the daily task.
- Must be receptive to verbal and written direction.
- Ability to multi-task.
- Must have the ability to work flexible hours, including weekdays, weekends, holidays, and evenings.
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**EDUCATION/EXPERIENCE:**

This position requires a high school diploma or equivalent. Previous experience working in a zipline course and customer service field is preferred.

**LANGUAGE ABILITY:**

- Ability to respond to common inquiries, requests, or complaints from guests and or staff in a courteous manner.
- Must be able to communicate with guests and staff clearly and effectively.
- Multilingual is a plus.

**REASONING ABILITY:**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Valid Florida state driver license.

**PHYSICAL DEMANDS:**

In compliance with the Americans with Disabilities Act, the following are identified as physical requirements of the job:

- The employee must frequently have the physical capability to assist and accommodate guests of various sizes throughout the course, including rescues.
- Be able to hike, climb, and rappel to and from high altitudes.
- Possess a full range of overhead arm motions.
- Have full hand dexterity.
- Have healthy upper body to pull self and the potential addition of 270 pounds more along each cable's incline.
- Be able to walk and stand for long periods.
- Be able to decrease the speed of, and stop, guests of various weights and rates as they approach each incoming landing point
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear.
- The employee is frequently required to use hands and fingers to handle, reach, or feel and manipulate objects or controls. The employee is regularly required to sit, walk distances, climb, balance, stoop, bend, kneel, and crouch. Several job functions of this position will be performed in confined areas.
- In specified department positions, the employee will be required to stand for extended lengths of time.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

The majority of duties are performed outdoors in various weather conditions, ranging from rain, wind, and cool to cold weather, and extreme heat and humidity. It is possible the employee will experience exposure to dust and harsh chemicals that may present a health hazard if not handled properly. The noise level in the work environment is usually moderate.

The Central Florida Zoological Society, Inc. (CFZS) reserves the right to revise or change job duties and responsibilities as the need arises. This job description pertains to an "at will" position with the CFZS and in no way constitutes a written or implied contract of employment.

The Central Florida Zoological Society, Inc. (CFZS) is an equal opportunity employer and makes decisions related to compensation and all terms, conditions, or privileges of employment based on merit. Company policy prohibits unlawful discrimination based on race, color, creed, sex (including pregnancy), gender orientation, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, genetic characteristic, military status, or any other consideration made unlawful by federal, state, or local laws. All such discrimination is illegal and prohibited by the CFZS.