

**Northwest Teambuilding**  
**Challenge Course Facilitator**



Division/Department:	Northwest Teambuilding Programs
Locations:	Primarily: <ul style="list-style-type: none"> <li>• Bellevue Challenge Course 14509 SE Newport Way Bellevue, WA 98026</li> </ul> Additionally: <ul style="list-style-type: none"> <li>• Regional courses ranging from Mt. Vernon, WA to Olympia, WA</li> <li>• Various portable program site locations within the Puget Sound region</li> </ul>
Job Title:	Challenge Course Facilitator
Reports To:	NWTB Challenge Course Site Coordinator/Program Manager

<b>Type of position:</b> <input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Intern	<b>Hours:</b> 18 to 40/week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	<b>Travel:</b> <input checked="" type="checkbox"/> Local <input type="checkbox"/> Overnight	<b>Compensation Range:</b> \$12.50 to \$25.00 per hour, based on experience, training, and certifications
--	--	---	--

**Company Description**

Northwest Teambuilding (NWTB) is a challenge course and zip line tour company based in Seattle and serving the Pacific Northwest. As premier providers of educational challenge course programming and recreational zip line programs, Northwest Teambuilding has a large and dynamic staff working in many locations. In addition, Northwest Teambuilding provides construction, inspection, training and practitioner certification services to the challenge course industry.

## General Description

Challenge Course Facilitators are responsible for the safe operation of various low and high challenge course programs including set up, daily course and equipment inspection, operations, paperwork, and daily take down. Facilitators are expected to provide family friendly experiences for participants from 9 to 99 years of age. Facilitators must be able to manage their own safety systems, participant safety systems, as well as assist and if necessary rescue participants. Programs run year-round in all weather, primarily April to November.

## Work Experience and General Requirements

- Strong desire and ability to work outside as part of a team with people of all ages, walks of life, and abilities
- Strong work ethic and customer service attitude
- Fun and playful attitude
- Strong outdoor and group management skills preferred, specifically talking in large and small groups while conveying information effectively
- Must be able to exercise smart judgment and decision making skills, particularly around the physical and emotional safety of participants and other facilitators
- High emotional intelligence: awareness and understanding of others' reactions and understanding why they react as they do
- Have a source of reliable transportation
- Have daily access to the internet and the ability to use simple web-based scheduling software
- Have excellent communication habits including in-person, phone, and email communications
- Challenge course or zip tour experience as participant or staff is desired, practitioner certifications are highly desired

## Essential Functions

- Ability to work at height on a challenge course or zip line tour including but not limited to climbing poles, nets, and ladders, crossing challenge course elements, and performing participant retrieval/rescue related tasks while harnessed and hanging from a belay cable
- Ability to manipulate ropes, cables, hardware and other equipment used in setup, operation, and breakdown of courses
- Ability to perform both visual and tactile inspections on courses and equipment, as well as recognize safety hazards
- Able to read and complete written forms and reports in clear penmanship and language
- Ability to move equipment and tools weighing up to 40 pounds

- Ability to stand for up to 3 hours at a time
- Ability to perform all duties for an extended period of time while exposed to adverse conditions such as temperature extremes, precipitation, and wind

### Education Requirements

- High School diploma or GED
- First Aid and CPR or ability to acquire within 60 days
- Successfully complete NWTB Facilitator Training at the Bellevue Challenge Course

### Specific Job Responsibilities

- Planning, preparation, and delivery of educational programming according to individualized NWTB Program Plans for each client group
- Conduct daily pre and post program site and equipment inspection and course care
- Demonstrate, instruct, and supervise participants in correct equipment use
- Ascertain, interpret, and address group interests/goals and adapt activities to meet participant needs
- Provide technical rescue and retrieval of participants when needed
- Provide a friendly and inclusive experience for customers
- Provide emotional support for participants in distress
- Consistent and thorough completion of all course related paperwork
- Serve as a resource to the NWTB staff team as a whole, regardless of program area
- Other duties as assigned

REVIEWED BY	Scott Andrews	<i>Title</i>	Principal
-------------	---------------	--------------	-----------

APPROVED BY	Scott Andrews	<i>Title</i>	Principal
-------------	---------------	--------------	-----------

DATE POSTED	February 5, 2016
-------------	------------------