



Division/Department:	Northwest Teambuilding Programs
Location:	Bellevue Zip Tour, 14509 SE Newport Way Bellevue, WA 98026
Job Title:	Zip Tour Guide
Reports To:	NWTB Zip Tour Coordinator/Program Manager

Type of position:	Hours:	Travel:	Compensation Range:
<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Intern	18 to 40/week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	<input checked="" type="checkbox"/> Local <input type="checkbox"/> Overnight	\$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

Zip Tour Guides are responsible for the safe operation of the Bellevue Zip Tour including set up, daily equipment inspection, tour operations, paperwork, and daily take down. Guides are expected to provide family friendly experiences for participants from 9 to 99 years of age. Guides must be able to manage their own safety systems, participant safety systems, as well as assist and if necessary rescue participants on the tour. Tours run in all weather, 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
- Attention to detail
- Challenge course or zip tour experience as participant or staff desired
- 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

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 zip line
- 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 Zip Guide Training at the Bellevue Zip Tour

Specific Job Responsibilities

- Conduct daily pre and post program site and equipment inspection and course care
- Deliver provided environmental, cultural and location specific information to participants
- Demonstrate, instruct, and supervise participants in equipment use
- 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
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APPROVED BY	Scott Andrews	<i>Title</i>	Principal
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DATE POSTED	February 5, 2016
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