



## COURSE INSTRUCTOR

### CLASSIFICATION

Exempt

### REPORTS TO

Site Manager

### DATE

July 2, 2019

## JOB DESCRIPTION

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### SUMMARY/OBJECTIVE

The course instructor is responsible for performing tasks as it relates to the operation of the course such as promoting health and safety, managing equipment, upkeep of facilities, and provide guest services.

### ESSENTIAL FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ensure guests receive exceptional customer service by providing a welcoming a friendly environment, which includes welcoming guests, assisting with guest inquiries and bookings, and ensuring guests are fully briefed for participation (acknowledgement and disclaimers, compliance with guest participation requirements, guest safety conduct).
2. Promote and enforce all health and safety guidelines; patrolling course, ongoing guest equipment inspections, investigations and follow up, maintain landing sites and water stocks, enforce safety rules, and provide advice and assistance when required.
3. Perform risk assessments and follow method statements.
4. Perform daily course checks and report any safety matters.
5. Maintain patrol and cabin log and documentation.
6. Ensure all personal protective equipment is inspected and properly fitted for guests as well as maintain course equipment.
7. Operate cash register and take payments (cash, credit card, and check) for purchase of admission and/or merchandise.
8. Maintain course structures such as paths, fencing, gates, etc. and perform repairs when necessary.
9. Be a brand ambassador for Go Ape and perform all job duties in accordance with the mission and values of the organization.
10. Performs other duties and responsibilities as required or requested.

### COMPETENCIES

1. Customer/client focus
2. Communication proficiency



3. Teamwork orientation
4. Initiative

### **SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibilities.

### **WORK ENVIRONMENT**

This job operates in both an office and outdoor setting. This role regularly uses a POS system and registers (such as computers, electronic mobile devices, phones, printers, and cash box), course safety equipment (such as harnesses, carabiners, and ropes), hand tools (such as power drills, hammers, and wrenches), and maintenance equipment (such as Rakes, wheelbarrows, shovels, brooms, and mops). The employee is frequently outdoors and exposed to conditions including inclement weather, heat and humidity, and exposure to natural elements. This role routinely requires working at extreme heights.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

When performing job duties, the employee is frequently required to talk or hear. The employee frequently is required to sit; climb or balance; stoop, kneel, crouch, or crawl; and walk or stand for extended periods of time, up to the duration of a shift. The employee occasionally uses abdominal and lower back muscles, hand, hand with arm, two hands, and multilimbed coordination. The employee must occasionally lift, push, pull, or carry objects up to 50 pounds.

When working at height, an employee is required to be appropriately fitted in a harness around the waist and thighs; climb, stoop, balance, kneel, grasp, walk, reach; ascend by pulling oneself up a zip line in safety harness; descend by landing on the ground utilizing gravity breaking; monitor own, and potentially third party's safety through visual awareness of safety attachments. Any at height work has the potential for a controlled freefall in a harness with sudden stoppage and force when caught by PPE, in the event individual falls from obstacle/course.

### **POSITION TYPE/EXPECTED HOURS OF WORK**

This is a part-time and full-time seasonal position. Days and hours of work vary by schedule. Evening and weekend work is required.

### **TRAVEL**

No travel is expected for this position.

### **REQUIRED EDUCATION AND EXPERIENCE**

1. Previous guest service, customer service, or relatable experience.

### **PREFERRED EDUCATION AND EXPERIENCE**

1. Previous instructional/training experience.
2. Previous health and safety experience.



3. Carpentry or practical DIY and maintenance.

#### **ADDITIONAL ELIGIBILITY QUALIFICATIONS**

1. At least 18 years or older.
2. Must be able to meet guest participation requirements.
3. Ability to obtain Basic First Aid Certificate within 30 days of hire.

#### **OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.