



Position: Treetop Trek Guide–Zipline

Status: Part-time

Basic Function: Located along the Space Coast in Melbourne, Florida, Brevard Zoo is an AZA-accredited facility with a diverse collection of over 900 animals representing nearly 200 species. It is also home to the Sea Turtle Healing Center (STHC) for rehabilitation of wild marine turtles. Brevard Zoo is well-known for its strong conservation ethic and unique attractions, such as kayaking through the Africa area, giraffe feeding and various animal encounters.

Zipline Guides will have a personal commitment to physical fitness, professionalism, exceptional customer service and safety. The basic function of this position is to provide a safe, informative zipline tour experience for guests while creating an unforgettable experience that each customer will remember and talk about for years. Zipline Guides must use communication skills to engage with and react to each guest to ensure an exceptional time is had by all.

Responsibilities:

This position is responsible for ensuring the safety and exceptional experience of all zipline guests. Responsibilities include setting stop ropes, tying required knots, assisting guests in proper harness and helmet fitting, demonstrating proper ziplining techniques, operating the zipline activity, breaking guests' speed upon incoming approach, performing retrievals and rescues, inspecting equipment and educating guests about Brevard Zoo history.

Essential Duties:

The Zipline Guide is responsible for, but not limited to, the following:

- Daily opening and closing procedures of zipline course
- Supervising the progress and experience of each assigned tour group
- Fitting harness and helmets correctly and supervising the use of all safety equipment
- Conducting pre-tour safety orientation for each tour group
- Using customer engagement skills to ensure a memorable experience for each guest
- Assuring the safety and wellbeing of guests throughout each tour
- Performing course rescues
- Educating guests about the history of Brevard Zoo as well as the animal collection

- Conducting complete inspections of all course components and gear
- Assisting with course maintenance efforts
- Attending required meetings and trainings

Qualification Requirements:

Candidates must pass and complete the required site-specific safety training course (certification in basic First Aid, CPR and AED). To perform this job satisfactorily, an individual must be able to perform each essential duty satisfactorily. Treetop Trek guides must be able to work at heights comfortably. Guides must:

- 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 a great attention to detail to ensure safety and overall positive guest experience
- Have excellent interpersonal, verbal and written communication skills

Physical Demands:

Candidates must:

- Have the physical capacity 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 full range of overhead arm motions
- Have full hand dexterity
- Be able to walk and stand for long periods of time
- Be able to decrease the speed of, and stop, guests of various weights and speeds as they approach each incoming landing point

Work Environment:

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 climates ranging from 40° to 100° Fahrenheit. Must be able to work weekends, holidays and special events.

Alcohol and Drug Testing:

Employees may not arrive on duty under the influence of alcohol or drugs. All candidates must submit to a post-offer/pre-employment drug screen.

Benefits:

Brevard Zoo offers a generous benefits package including dental and vision insurance, paid time off (sick and vacation), Zoo membership and attraction sharing membership as well as matching 403b retirement account options.

Apply Now:

To apply, please complete [this application](#) and send it along with your resume to hr@brevardzoo.org or mail to:

Human Resources
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