



Position: Attractions Guide (Zipline)

Status: Part-time

Description: Located along Florida's Space Coast in Melbourne, Brevard Zoo is a highly acclaimed institution and one of only 233 accredited by the Association of Zoos and Aquariums. A not-for-profit that receives no recurring government funds for operations, the Zoo relies on admissions, memberships, grants and philanthropy to fund its operations and programs.

Under the supervision of the Adventure Services Manager and in accordance with the mission and vision of Brevard Zoo, the Attractions Guide (Zipline) will provide a safe, informative zipline tour experience for guests. The main function of this position, in addition to ensuring safety, is to create an unforgettable experience that each zipline customer will remember and talk about for years. Zipline Guides must use communication skills to engage and react to each guest and ensure an exceptional time is experienced by everyone.

Responsibilities and duties:

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

Pre-zip Duties:

- Inspecting all lines for safety.
- Inspecting each platform for safety, cleanliness and supplies (water, first aid, etc.).
- Inspecting harnesses, pulleys, carabineers and helmets for integrity and cleanliness.
- Assisting with weigh-in, waivers and harness distribution.

Tour Duties:

- Meeting and establishing a rapport with each guest.
- Reviewing safety issues and answering questions.
- Demonstrating how to carry gear and wear safety harness.
- Continuing to build a relationship with guests throughout the tour by using communication skills to listen, engage and converse. Building excitement about the forthcoming experience.
- Introducing guests to displays and features, answers questions and discuss displays.
- Attaching guests to the cable and perform essential safety check every time before anyone zips.
- Zipping to next landing point demonstrating proper zipping techniques.
- Assisting with the landing of each participant, ensuring their safety on every approach.
- Being responsible for all gear safety and maintenance, including but not limited to washing, cleaning, sanitizing and preparing the equipment.

Qualifications:

Must pass and complete 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. Potential 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.

Experience and Education:

High school diploma or general education degree. Prefer candidates over 18 years old due to Florida Child Labor Laws regarding ladder use. Prior experience with outdoor recreation, athletics, educational roles, high ropes instructor experience, forestry, rock climbing, conservation or ziplining is a plus.

Language Skills:

Ability to read, analyze and interpret general instructions, safety procedures or government regulations. Ability to write reports or complete logs. Ability to effectively respond to questions from managers and guests.

Physical Demands:

Candidates must:

- 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 full range of overhead arm motions.
- Have full hand dexterity.
- Have strong 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 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 from 40° to 100° Fahrenheit. Must be able to work weekends, holidays and special events.

Benefits:

Brevard Zoo offers a generous benefits package including Dental, Vision, Life Insurance, Short-term disability, paid time off (sick and vacation), zoo membership and attraction sharing membership as well as matching 403b retirement account options. Starts at \$9/hour with potential raises after becoming a Safety Officer.