



NOW HIRING TEAM BUILDING / HIGH ROPES COURSE FACILITATORS

Lake Geneva Canopy Tours is currently accepting applications for the upcoming 2019 season! We are seeking friendly, team-oriented individuals who are passionate about gaining first-hand experience in the outdoor recreation and leadership field.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This position is responsible for ensuring the safety and exceptional experience of team building (youth and adult) program and high ropes course participants. Team building and high ropes course facilitators are responsible for, but not limited to, the following essential duties: (Note: There may be an opportunity to be cross trained as a Canopy Tour Guide but the primarily duties for this position are as follows)

Team Building Facilitation:

- Design and deliver progression of team building initiatives and low ropes elements that meet the interests and predetermined goals of youth and adult program participants.
- Customize program progressions based on the unique needs (physical, emotional, social) of program groups.
- Implement predesigned program content as requested by client groups.
- Demonstrate and teach safe use of low ropes elements (spotting, safety commands) and provide appropriate risk management oversight of participants while utilizing elements.
- Lead participants through appropriate and effective reflection and debrief discussions and assist groups in the transfer of learning to their school, workplace, etc.
- Work with a wide variety of client populations.

High Ropes Course:

- Daily opening and closing procedures of the high ropes course.
- Conduct inspections of all course components and gear.
- Fit participant harnesses and helmets correctly and supervise the use of all safety equipment.
- Conduct pre-course safety orientation and "ground school" for each group on the high ropes course.
- Demonstrate proper safety system use techniques.
- Perform proper participant safety checks while following a series of critical safety protocols and methods.
- Perform participant retrievals and rescues.
- Assure the safety and wellbeing of each participant throughout each course experience.
- Use customer engagement skills to ensure a memorable experience for each participant.
- Assist with course maintenance efforts.
- Attend required meetings and trainings.

QUALIFICATION REQUIREMENTS:

- Must complete and pass required site-specific team building facilitation and high ropes course training provided by the company.
- Must be able to perform each essential duty satisfactorily.

- Must be able to work comfortably at heights.
- Must be able to communicate effectively with adults and youth in group and individual settings.
- Must be able to handle stressful situations calmly and effectively.
- Must be able to handle various tasks in a creative and motivated manner.
- Must have a great attention to detail to ensure safety and overall positive guest experience.
- Must have excellent interpersonal, verbal and written communication skills.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED). Prior work experience with outdoor education/recreation, team building, ropes courses, athletics, camp counselor, or teaching a plus.

LANGUAGE SKILLS:

Ability to read, analyze and interpret general business periodicals, technical procedures, or governmental regulations. Ability to write post program reports outline services delivered. Ability to effectively respond to questions from managers, guests and the general public.

PHYSICAL REQUIREMENTS:

Candidates must have the physical capability to maneuver themselves as well as assist and accommodate participants of various sizes throughout the course, including rescue scenarios.

- Must be able to walk, stand and exert well-paced mobility for up to 8 hours.
- Must be able to hike, climb and work at various heights and altitudes.
- Must have full range of overhead arm motions and full hand dexterity.
- Requires visual activity and the ability to hear clearly in an outdoor environment.
- Must be able to lift up to 100 pounds on a regular and continuous basis.
- Must have a strong upper body to pull self and be able to pull and push participants weighing up to 250 pounds along each cable and platforms incline.
- Must be able to bend, twist, stoop, squat, stretch, push and pull on a regular and continuous basis.
- Requires manual dexterity to use and operate all necessary equipment.

WORK ENVIRONMENT:

Each facilitator is required to work in a fast paced, physical, social, professional and team-oriented work environment. Most of the work is conducted outdoors in climates from 0 degrees Fahrenheit to 100 degrees Fahrenheit.

ALCOHOL & DRUG TESTING:

Employees may not arrive on duty under the influence of alcohol or drugs. Because this position is a safety sensitive position, employees will be subject to random alcohol and drug testing if it is suspected that an employee is at work under the influence of alcohol or drugs (including misuse of prescription medications).

HOW TO APPLY:

Send your resume and cover letter to Eric Howden, Director of Sales for Lake Geneva Canopy Tours at erich@ziplgct.com