

Zipline Guide Job Description:

Job Scope

We have the privilege of introducing people to and sharing an amazing natural and culturally significant part of Vancouver Island. As a guide you provide guests with a safe, professional and truly memorable experience as you lead them through a wild, old growth paradise. Rich with history, magnificent beauty and wonder.

Zipline Guides are critical to the success of the WestCoast Wild experience. You are responsible for our guest's safety, trust, delivery of the local history and culture, entertaining the guests, site up keep and course maintenance, greeting and checking in guests, harnessing and instruction.

Suitable candidates will meet or exceed these requirements by having the right mix of technical skills, confidence and humour and must be willing to travel to work each day. Comprehensive Zipline operator training will be provided.

Primary Tasks and Responsibilities

- Site cleanliness and ensuring Covid -19 protocols are managed with guests
- Greet guests promptly and enthusiastically in a warm and professional manner
- Assisting with bookings, payments, weigh-in, waivers, and harness and helmet fittings
- Outfit guests according to WestCoast Wild safety guidelines
- Display professional leadership, interact with guests in an humorous, engaging and friendly manner while providing an educational and exhilarating interpretive experience
- Identify and manage risk, display the ability to communicate clearly.
- Daily Course inspections and documentation for safety, cleanliness, and supplies Inspecting harnesses, pulleys, carabineers, and helmets for integrity and cleanliness.
- Manage tour timing efficiently to meet operational time requirements
- Perform safety briefing, hooking and unhooking guests to cable, Setting and operating brake ropes, tying required knots, performing retrievals and rescues,
- Assisting with and creating content for social media (sharing tour stories and photos)
- Assisting with paddling orientations, photos sales and additional tasks required.
- Perform first aid and emergency evacuation procedures.
- Adhere to company policies, procedures and technical protocols at all times
- General upkeep and appearance of the guest services area, parking lot, and adjacent areas
- Be prepared to assist in manual labor such as trail building, construction and cleaning.

Qualifications and Experience

Knowledge

- Knowledge of basic climbing equipment, and knots, belaying, rappelling
- A passion for ecology and sharing the outdoors

Experience

- Previous experience working or playing at heights
- Previous experience leading groups
- Experience in building an asset
- DSLR Photography and computer experience
- Previous experience and comfortable with being/ working outside
- B.C. Class 4 (Unrestricted) drivers Licence
- Current OFA Level 1, Wilderness First Aid or higher
- Working with vulnerable people check

Skills

- Good physical stamina and conditioning
- Sound judgment and decision making skills
- Ability to manage risks/ safety under timelines
- Thrive in a fast-paced, productive environment
- Develops and maintains positive working relationships with others
- Work well in a small to medium sized team
- Creative problem solving
- Customer service skills and experience
- Professional demeanour
- Positive attitude
- Taking and giving constructive feedback

*Need own reliable vehicle

Hours and Scheduling

Part-time and Full-time seasonal work with a flexible schedule that varies based on the needs of the business. (1st season- June to Oct. 2nd+ season- April to Oct.) Expected to work weekends, and holidays.

About WestCoast Wild Adventures

West Coast Wild's Zipline tour is one of the highest rated adventure tours in the world, with over 12 consecutive 5 star ratings with Trip Advisor and a 5 star Google+. The Zipline site is located on Canada's Surf Highway 4, 51861 is the road number. We are approx. half way between Port Alberni and Ucluelet. The site is in a wilderness setting and has basic amenities such as running water, toilets, an outdoor shower, a BBQ for cooking, wood stove and very basic hard-top accommodation and is powered only by a generator. Due to Covid-19 restrictions and safety of our staff, base camp access will be limited to essential activities only