



## Muskoka Zip Lines and Aerial Park

Muskoka Zip Lines and Aerial Park is a large commercial Aerial Park located in beautiful Bracebridge, Ontario. The Aerial Park is part of Santa's Sports Land. Muskoka Zip Lines and Aerial Park offers a unique blend of Adventure Facilities, which provide a level of adventure appropriate for every participant from the thrill seeker to the first time adventure seeker. Adventure Facilities consist of a two-height Aerial Park, Zip Line Tour, QUICKjump Tower, 'Big Zip' and Kid's Aerial Park.

Four levels of position are available as outlined below, with 35 positions in total.

### ***Position Title:*** Assistant Guide-16 positions available

#### ***Position Description***

Assistant Guides play an important role in the operation of the Adventure Facilities and will work in all of the areas of the Muskoka Zip Line and Aerial Park. Assistant guides will be trained in the set-up and take down of the various facilities, ticket collection and client interaction, harnessing, operation of the QUICKjump Tower, operation of the Kid's Aerial Park, and in general Emergency Procedures. While this position is primarily customer service oriented this is a very physical position, which requires moderately heavy lifting, climbing ladders and stairs, reaching and stretching and an ability to navigate the Adventure Facility activities.

#### ***Position Requirements***

Standard First Aid and CPR (due on contract signing)  
Appropriate level of fitness applicable to the physical requirements of the position.  
Ability to work at height. You will be expected to work at heights to a maximum of 75 feet or roughly 7 Stories.  
Prior experience with ropes and climbing is an asset.  
Attendance at a 2-day MANDATORY Training session. Dates to be determined.  
You will be required to work a maximum of 40 hours/week during the peak season. (July and August).

#### ***Expectations***

Muskoka Zip Lines and Aerial Park strives to provide customers with a positive adventure experience. Your presence and your positive attitude will contribute to the success of the operation. In addition you will be expected to:

Wear the required uniform on a daily basis. You will not alter the uniform in any way and you will ensure it is clean and presentable. You will contribute \$40 towards the total cost of the uniform, which will include 2 t-shirts and a rain shell.

You will be expected to arrive on time and to be prepared to perform your job requirements.

Understand that you are an ambassador for the park and that your behavior will

impact the overall experience of the clients.

You will be appropriate with the use of cellular phones. While you are responsible for client safety, cell phones are not to be used. Any use of cellular phones by a staff member will be done discreetly in a private location.

You will not work beyond the scope of your training and will follow the written operating procedures.

You will ask questions if you are unsure of any of the operating procedures you are trained in.

## ***Position Title:*** Guide-10 positions available

### ***Position Description***

Guides play a significant role as front line staff in the day-to-day operation of the Adventure Facilities and will work in all of the areas of the Muskoka Zip Line and Aerial Park. This position sees the Guide as the main source of information and assistance to participants when they are at height. Guides will be trained in the set-up and take down of the various facilities, ticket collection and client interaction, harnessing, operation of the QUICKjump Tower, operation of the Kid's Aerial Park, and in general Emergency Procedures.

Guides will also be trained in the required operational procedures for the Aerial Park, Zip Line Tour, Jump Tower and the Big Zip Line which includes Pre-use Inspection Skills, Operational Procedures, Participant Belay Transfer Skills, Belay skills (friction device) and Participant Assistance Procedures.

This is a very physical position, which requires an individual who is comfortable moving around at height in suspension, moderately heavy lifting, climbing ladders and stairs, reaching, pulling and stretching and an ability to navigate all of the Adventure Facility activities at Muskoka Zip Line and Aerial Park.

### ***Position Requirements***

A minimum of one (1) year working at a commercial Aerial Park as a guide or a Challenge Course Facility.

Experience with rope, knots and belay techniques.

Standard First Aid and CPR (due on contract signing)

Customer Service Experience.

Appropriate level of fitness applicable to the physical requirements of the position.

Ability to work at height. You will be expected to work comfortably at heights to a maximum of 75 feet or roughly 7 Stories.

Attendance in a 5-day MANDATORY Training session. Dates to be determined.

You will be required to work a maximum of 40 hours/week during the peak season. (July and August).

### ***Expectations***

Muskoka Zip Lines and Aerial Park strives to provide customers with a positive adventure experience. Your presence and your positive attitude will contribute to the success of the operation. In addition you will be expected to:

Wear the required uniform on a daily basis. You will not alter the uniform in any way

and you will ensure it is clean and presentable. You will contribute \$40 towards the total cost of the uniform, which will include 2 t-shirts and a rain shell.

You will be expected to arrive on time and to be prepared to perform your job requirements.

Understand that you are an ambassador for the park and that your behavior will impact the overall experience of the clients.

You will be appropriate with the use of cellular phones. While you are responsible for client safety, cell phones are not to be used. Any use of cellular phones by a staff member will be done discreetly in a private location.

You will not work beyond the scope of your training and will follow the written operating procedures.

You will ask questions if you are unsure of any of the operating procedures you are trained in.

## ***Position Title:*** Lead Guide-6 positions available

### ***Position Description***

Lead Guide's are the primary rescue personnel on site and are the registered Zip Line Mechanics In-Training. Lead Guides will receive the same training as the Assistant Guides and Guides to ensure they are comfortable with the operating procedures for the various Adventure Facilities.

Lead Guides will be trained in the set-up and take down of the various facilities, ticket collection and client interaction, harnessing, operation of the QUICKjump Tower, operation of the Kid's Aerial Park, and in general Emergency Procedures.

Lead Guides will also be trained in the required operational procedures for the Aerial Park, Zip Line Tour, Jump Tower and the Big Zip Line which includes Pre-use Inspection Skills, Operational Procedures, Participant Belay Transfer Skills, Belay skills (friction device) and Participant Assistance Procedures.

In addition, Lead Guides will receive training/orientation to the site-specific rescue procedures for the Zip Lines and Aerial Park.

This is a very physical position, which requires an individual who is comfortable moving around at height in suspension, managing rope systems, moderately heavy lifting, climbing ladders and stairs, reaching, pulling and stretching and an ability to navigate all of the Adventure Facility activities at Muskoka Zip Line and Aerial Park.

### ***Position Requirements***

A minimum of two (2) years working at a commercial Aerial Park as a Guide or a Challenge Course Facility as a Facilitator.

Level II Challenge Course Practitioner Certification or the equivalent number of hours of experience.

Standard First Aid and CPR (due on contract signing)

Customer Service Experience.

Appropriate level of fitness applicable to the physical requirements of the position.

Ability to work at height. You will be expected to work comfortably at heights to a maximum of 75 feet or roughly 7 Stories.

Attendance in an 8-day MANDATORY Training session. Dates to be determined.

Periodic re-training sessions will be mandatory to review rescue procedures.

You will be required to work a maximum of 40 hours/week during the peak season. (July and August).

### ***Expectations***

Muskoka Zip Lines and Aerial Park strives to provide customers with a positive adventure experience. Your presence and your positive attitude will contribute to the success of the operation. In addition you will be expected to:

Wear the required uniform on a daily basis. You will not alter the uniform in any way and you will ensure it is clean and presentable. You will contribute \$40 towards the total cost of the uniform, which will include 2 t-shirts and a rain shell.

You will be expected to arrive on time and to be prepared to perform your job requirements.

Understand that you are an ambassador for the park and that your behavior will impact the overall experience of the clients.

Understand your role as a Lead Guide and provide responsible and professional role modeling to younger staff.

You will be appropriate with the use of cellular phones. While you are responsible for client safety, cell phones are not to be used. Any use of cellular phones by a staff member will be done discreetly in a private location.

You will not work beyond the scope of your training and will follow the written operating procedures.

You will ask questions if you are unsure of any of the operating or rescue procedures you are trained in.

Enjoy yourself! This is the best job in the world!

## ***Position Title:*** Park Supervisor-2 positions available

### ***Position Description***

The Park Supervisor position oversees the day-to-day operation of the whole Adventure Facility in conjunction with a consultant to ensure a smooth and successful operation.

The Park Supervisor will participate in all aspects of the staff training process to be familiar with the operational procedures of the various Adventure Facilities.

The Park Supervisor will be responsible for mentoring, motivating and supervising the park staff to ensure a positive and exciting environment for visitors to the Muskoka Zip Line and Aerial Park.

In addition, the Park Supervisor will monitor the flow of park visitors and make judgment decisions around staffing, ratios and timing.

The Park Supervisor is responsible for ensuring that pre-use inspections, TSSA inspections and log sheets are completed and documented using the supplied paperwork.

During emergency situations the Park Supervisor will make use of available resources to best manage and resolve the situation within the guidelines provided to them.

This is a very physical position, which requires an individual who is comfortable moving around at height in suspension, managing rope systems, moderately heavy lifting, climbing ladders and stairs, reaching, pulling and stretching and an ability to

navigate all of the Adventure Facility activities at Muskoka Zip Line and Aerial Park. In addition this position will require someone with excellent customer service and problem solving skills along with a mature attitude.

### ***Position Requirements***

A minimum of two (2) years working at a commercial Aerial Park as a Guide or a Challenge Course Facility as a Facilitator.

Experience supervising, mentoring, and managing staff.

Challenge Course Manager Certification or the equivalent number of hours of experience in a supervisory position.

Standard First Aid and CPR (due on contract signing)

Customer Service Experience.

Appropriate level of fitness applicable to the physical requirements of the position.

Ability to work at height. You will be expected to work comfortably at heights to a maximum of 75 feet or roughly 7 Stories.

Attendance in a 10-day MANDATORY Training session. Dates to be determined.

Periodic re-training sessions will be mandatory to review rescue procedures.

You will be required to work a maximum of 40 hours/week during the peak season. (July and August).

### ***Expectations***

Muskoka Zip Lines and Aerial Park strives to provide customers with a positive adventure experience. Your presence and your positive attitude will contribute to the success of the operation. In addition you will be expected to:

Wear the required uniform on a daily basis. You will not alter the uniform in any way and you will ensure it is clean and presentable. You will contribute \$40 towards the total cost of the uniform, which will include 2 t-shirts and a rain shell.

You will be expected to arrive on time and to be prepared to perform your job requirements.

Understand that you are an ambassador for the park and that your behavior will impact the overall experience of the clients.

Understand your role as a Park Supervisor and provide responsible and professional role modeling to younger staff.

You will be appropriate with the use of cellular phones. While you are responsible for client safety, cell phones are not to be used. Any use of cellular phones by a staff member will be done discreetly in a private location. As a Park Supervisor you will enforce the no-tolerance for cell phones.

You will not work beyond the scope of your training and will follow the written operating procedures.

You will ask questions if you are unsure of any of the operating or rescue procedures you are trained in.