



## **Part-time Trainer or Rescue Guide a TimberTop Zip Tours (NEW)**

*(Mid-November to end of March)*

### **About TimberTop Zip Tours:**

This winter a brand new experience is coming to Snider Mountain Ranch, from the team that built TimberTop Adventures in Saint John. The Sussex area has been home to fun winter activities for decades, from skiing to snowmobiling, and now will be home to yet another exciting winter experience. Constructed over the winter of 2020, approximately 12 minutes north of Sussex, NB, the course at Snider Mountain Ranch stretches out through a vast old growth forest. It includes multiple 'tree-mendously' long zip lines, 13 in total, along with 6 skybridges/skystairs. In fact, 11 of the 13 zip lines are, on average, over 300ft with a number of them much longer than that.

This winter zip line experience will be the only one of its kind in the Maritimes and, combined with a sleigh/wagon ride, will be the only experience of its kind in North America. Those familiar with TimberTop Adventures in Dominion Park, Saint John, will recognize the same world-class safety equipment used at Snider Mountain including our locking carabiners, helmets and full-body harnesses. Our goal is to offer this unique experience on weekends during the late fall and winter seasons, over Christmas and March breaks, as well as during weekdays for special group bookings.

For more information on TimberTop Zip Tours visit: [timbertop.ca/ziptours](http://timbertop.ca/ziptours)

**The Roles:**

As a Trainer, you will regularly provide training to guests on the proper use of safety equipment as well as how to successfully navigate the zip line course. You will help fit customers with their harnesses and helmets and assist in the cleaning and regular maintenance of equipment. You will also contribute to the overall operations as needed to help the operation run smoothly.

As a Rescue Guide, in addition to duties outlined above, you will also be responsible for guiding each zip tour. You will provide customers with constant encouragement and assistance while they are interacting with the various elements and zip lines. If required, you will use your additional intensive rope rescue training (provided prior to the season beginning by our lead rescue guide) to safely repel guests to the ground from the course.

As a strong candidate, you have an outgoing, adventurous personality, love being active outdoors, are comfortable with heights and get great satisfaction helping support others to achieve things they didn't think possible. You enjoy working as part of a team providing an exceptional customer experience for guests in a knowledgeable, friendly and passionate way, putting others at ease. You think on your feet and always listen and observe well to identify the needs of others. You are able to gently assert encouragement with necessary advice to ensure that guests minimize their risk while participating on the course. You love engaging with guests to learn more about their experiences while noting ideas to inform continuous improvement.

**Hours of Work:** 8-16 hours per weekend with potentially more hours during both school breaks.

**The Location:** Timbertop Zip Tours at Snider Mountain Ranch, 12 minutes north of Sussex, NB.

**Period of Employment:** Mid-November to the end of March (we are also interested in candidates who can work beyond this end date and are interested in working in April for occasional camp and group bookings).

**Duties:** This role will be part of the front line in greeting our visitors to Timbertop Zip Tours and will be responsible for a variety of tasks as described below:

***Primary Tasks:***

- Checking and Assigning Gear
- Collecting Gear
- Ensure that all participants have a valid wristband, proper outerwear and footwear and no loose jewelry.
- Fitting Customers with Harnesses and Other Safety Equipment
- Providing Training to Customers on Proper Techniques and Safety While Using the course, communicating assistance for guests throughout their time on course
- Monitors, observes and assist guests as they maneuver throughout the course, ensuring that guests are using equipment properly and safely
- Assisting with traffic flow throughout the park
- Regular course and trail maintenance
- Promoting visitor compliance to the experience rules and ensuring health and safety practices are in place at all times
- Assisting with the delivery of all elements of the experience from the time guests arrive to when they depart.

***Additional Tasks (Rescue Guide role only):***

- Regular rescue gear checking and cleaning
- Safety checks on the entire course before opening it daily
- Clearing snow and ice occasionally from course and platforms
- Assisting customers while on the course including repelling customers to the ground or helping customers reach a platform if required
- Filing Paperwork related to the rescue guide role

***Secondary and Occasional Tasks:***

- Responsible for gear maintenance including washing and sanitizing gear
- Greeting Customers
- Processing Reservations
- Use of POS system, debit machines, booking system and telephone system
- Filing Paperwork including assisting with ensuring the signing of customer waivers

- Site clean-up and general maintenance such as cleaning washrooms, emptying garbage etc.

**Physical Demands:**

- Be able to traverse a wide variety of on and off road surfaces
- Possess full range of overhead arm motions and have full hand dexterity
- Have the physical abilities to assist and accommodate guests of various sizes and physical ability throughout the ranch and while on course
- Have strong upper body strength
- Be able to stand for long periods of time
- Physical ability to use high ropes/zip line equipment and to tolerate heights of up to 50ft
- We zip and climb in rain, snow or shine though if conditions are potentially dangerous to staff or customers we may delay or cancel opening on a specific day.

**Note:** candidates selected for an interview must complete the course onsite or courses at TimberTop Adventures in Saint John to ensure ability to tolerate heights and physical requirements of the role.

**Certifications:** Before starting employment you must have up to date certification for emergency first aid, AED, and CPR. EPI-PEN training will be provided.

**Required Qualifications:**

- Trainers must be 15 years of age or older. Rescue Guides must be 18 years of age or older.
- Ability to work weekends and holidays as required.
- Good communication and interpersonal skills to provide effective product information and excellent customer service.
- Ability to work effectively and with large volumes of customers during peak periods.
- Enjoy working outside in various Fall/Winter and Spring weather conditions.
- Ability to work effectively in a team environment and possess ability to assume responsibility and exercise initiative while working alone and/or in a team environment.
- Possess personal commitment to Customer Service and Health and Safety.

- Staff will need to arrange for transportation to and from the ranch. Since the team will generally start and finish at the same time each day, car pooling can often be an option for those without access to a vehicle.

**Potential Assets:**

- Working knowledge on high ropes or equivalent courses is an asset
- Wilderness First Aid is considered an asset.
- Ability to speak French, as well as other languages will be considered an asset.
- Previous working experience in an aerial park, playground, summer camp or recreational facility will be considered an asset.
- Love of the outdoors and previous experience climbing at aerial adventure parks

In your resume and/or cover letter, please indicate specifically how your experience, skills and knowledge relate to the duties and qualifications stated above.

*Timbertop Adventures/TimberTop Zip Tours is an equal opportunity employer.*

**Forward resumes to:**

[Info@timbertopadventures.com](mailto:Info@timbertopadventures.com)



