



**Job Title: Canopy Tour Guide**

- Lead Guide
- Assist Guide

**Reports To: Operations Manager**

**Terms of Employment: Full Time - Non Exempt**

**Other Key Teams: Guest Services Representatives, Fleet Crew & HFT Staff**

**Key Responsibilities:**

- The Canopy Tour Guide ensures the safe operation of zipline tours in accordance with the Standard Operating Procedures and Safety Manual for Kohala Zipline, LLC.

**Abilities:**

- Safety
  - Conducts tours in a safe and professional manner in accordance with Kohala Zipline standards
  - Knowledge and proficiency in all safety procedures as outlined in ongoing training, SOP's and Safety Manual
  - Maintain ongoing certifications and trainings
  - Minimize risk whilst loading/unloading tours into/from vehicles
- Skills & Knowledge
  - Guide certified and currently qualified to Kohala Zipline standards
  - Interpretation - ability to learn area natural history and communicate accurately, passionately and knowledgeably to guests
  - Communication and Writing Skills - able to provide accurate and timely information to management, staff and guests as needed. Able to comfortably speak in small or large groups of people
  - Computer Skills - proficient using Gmail and other third party software
- Competencies
  - Customer service - strive for the highest quality level of service; able to anticipate and meet guest expectations while on tour
  - Teamwork - maintain a safe, positive, healthy, and dynamic work environment for all staff
  - Flexibility - ability to work on the zipline course with staff and guests

**Tasks:**

- Conducts zipline tours following all company customer service & safety protocols
- Provides an interpretive narrative for participants
- Assists with gear cleaning, preparation and maintenance as scheduled

**Physical Requirements and Qualifications:**

- Must have the ability to work up to 12 hour shifts in all weather conditions
- Must be able to sit, drive, and/or be on course for long periods of time

*Updated 04.05.2023*

- Must be able to lift over 50 lbs and consistently pass all physical requirements of the position
- Ability to maintain a composed and professional demeanor within a flexible (and at times noisy) work environment
- Must be able to work at heights in excess of 100 feet and use bridges while on zipline course
- Successful completion of guide training, monthly rescue school, ongoing assessments and trainings
- Participate and pass regular CPR and First Aid certification

*Updated 04.05.2023*