



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

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- 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

I understand and accept the functions and responsibilities of my position at Kohala Zipline, LLC. I understand that I am expected to maintain and/or exceed those functions and responsibilities and that my job title and pay rate can be adjusted accordingly.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

Employee Signature

Date

Print Name

Minimum Guide Level Standards

Requirement	Guide 1	Guide 2	Guide 3
Current First Aid & CPR cer	✓	✓	✓
Pass written guide exam and training	✓	✓	✓
Pass annual 3rd party skill audit	✓	✓	✓
Available PT	✓	✓	
Available FT			✓
Assist on Tour - send guests	✓	✓	✓
Lead Guide on Tour - receive guests		✓	✓
6 minute rescues	✓		
4 minute rescues		✓	✓
Proficiency using brakes		✓	✓
Excellent Facilitation and Instructional Skills		✓	✓
Able to work as Ground Support		✓	✓
Acts as Primary GS			✓
Minimum 500 hours worked as Level 1 Guide		✓	
Minimum 1000 hours worked as Level 2 Guide			✓
Able to drive company vehicles			✓
Proctors Rescue School			✓
Assist in training Guide levels 1 and 2			✓
Performance and documentation of detailed periodic inspections of the course and equipment			✓
Performance and documentation of trail, course, and equipment maintenance and repair as directed			✓
Develop competency in basic course maintenance following pertinent industry standards			✓
Develop understanding of modern arboriculture and its application in Kohala Zipline's tree management plan			✓

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