

Job Description – Sand Creek Adventures, LLC

Title: Lead Facilitator

Reports to: Course Manager

Based at: Sand Creek Adventures, Jordan, MN

Job Purpose:

To provide exceptional customer service experiences through greeting guests, gearing up participants, and helping facilitate and tour groups through zip lines, high ropes, and low ropes; to take over daily course operations in absence of Course Manager.

Key Responsibilities:

- Greet customers as they arrive, check them in;
- Help participants into appropriate gear (harness, helmet, etc.);
- Instruct participants on proper zip line, high ropes, and low ropes techniques;
- Operate each zip line platform, high ropes position, and low ropes element;
- Provide encouragement and support for participants;
- Perform basic rescues and retrievals in calm and confident manor;
- Work with others to set up high ropes and other equipment;
- Provide basic equipment and course maintenance;
- Assist in other areas of the course as needed;
- Assign Course Attendant and Course Facilitator to positions in absence of Course Manager; and
- Make decisions to postpone or cancel groups due to weather in absence of Course Manager.

Requirements:

- Applicant must be at least 21 years of age;
- Must be comfortable with heights of 40ft or more;
- Exceptional customer service and people skills;
- Excellent work ethic and drive, self-motivator;
- Works well with others, follows directions;
- Ability to confidently engage a group;
- Demonstrates strong leadership qualities, ability to motivate peers;
- Must be able to lift up to 50lbs; and
- Must have the ability to stand for extended periods of time.

Preferred Experience:

- 2-3 years experience in Outdoor Adventure or other relevant experience;
- First Aid and CPR/AED certified.

Compensation:

- \$12+ per hour based on experience.