

Job Description – Sand Creek Adventures, LLC Title: Course Facilitator

Reports to: Course Manager, Lead Facilitator

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.

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; and
- Assist in other areas of the course as needed.

Requirements:

- Applicant must be at least 18 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;
- Must be able to lift up to 50lbs; and
- Must have the ability to stand for extended periods of time.

Preferred Experience:

- No previous experience in outdoor adventure needed, but is preferred;
- First Aid and CPR/AED certified.

Compensation:

- \$16+ per hour based on experience.

