**ZIPStream Guide** Ruby Falls ZIPStream, Lookout Mountain, TN  
 **Description:** The job of a ZIPstream Guide is dependent on an ability to interface with the public, provide customer service, instruct and lead participant groups on the ZIPStream Aerial Adventure Course.

**Position Duties/Responsibilities:**

* Communicate and uphold the Guild ethos and adhere to all aspects of the TAG Employee Manual.
* Responsible for attending all regular staff meetings, and ongoing trainings throughout the season.
* Provide excellent customer service to all guests of Ruby Falls ZIPStream.
* Create an enriching experience for participants by promoting environmental literacy and deepening people’s appreciate of the Lookout Mountain (and greater Chattanooga) area.
* Know the important facts in regard to the course (type of cable, trees, etc.), the company (TAG, ZS, and Ruby Falls), and Lookout Mountain/Chattanooga. Be able to convey this information.
* Engage guests with local ecology, geography, geology, history and culture.
* Ensure all course operations are conducted in accordance with ZIPStream/TAG safety standards.
* Understand the purpose of the release form and the proper way it should be completed.
* Fit harnesses, lanyards and helmets correctly and supervise the use of all personal protective equipment.
* Conduct participant orientation session (Demo) and pre-screening.
* Lead participant groups safely and enthusiastically through the ZIPStream Aerial Adventure Course.
* Perform other tasks on an as needed basis.

**Required Experience/Qualifications:**

* Must be at least 18 years of age.
* High School Diploma or equivalent
* Guiding experience in adventure tours preferred.
* First Aid and CPR Certification or better.
* Must have positive attitude and excellent oral/verbal communication skills.
* Successfully complete C.O.R.E.
* Successfully complete ZIPStream in-house, technical and interpretive training before hire.
* Ability to communicate and work as an effective team member.
* Must speak fluent English (bilingual abilities are a plus).
* Must be energetic, flexible, good humored, and personable.
* Must have a strong work ethic; be responsible, reliable, mature, and accountable.
* Must enjoy being outdoors.
* Must have the ability to use good judgment.
* Must be willing to put service above personal interests or activities while on duty.

**Physical Abilities/Other Criteria Required:**

* Must have the ability and desire to work outside in all weather conditions including extreme cold, heat and precipitation.
* Must have the ability to work long hours and irregular shifts in a multi task environment.
* Must be able to perform work at height.
* Must have full range of overhead arm motions.
* Must be able to perform all technical intervention/rescue associated with aerial adventure course.
* Must be able to lift 50 lbs.
* Must be able to speak in front of large groups.
* This position may require walking/standing for long periods of time.
* Physical fitness level in keeping with job requirement.