

JOB DESCRIPTION**JOB TITLE: Park Guide / Mountain Adventures**

Job Location: Utah Olympic Park
Reports to: Mtn. Adventures Manager
Function Area: Trackside/Nordic Plaza

Position Code: 030
Pay Grade: 2
Type: Full Time/Part Time
Non-Exempt

Job Title: Park Guide / Mtn. Adventures

Fantastic sports environment, working in small staff groups of highly motivated outdoor activity minded people in an inspiring mountain setting. Often physical work while in constant contact with guest. Must be enthusiastic, energetic and outgoing. Will be required to perform inspections on specific activities and record information..

Major Tasks, Responsibilities and Accountability

- Operate challenge courses, guide guest, offer instruction.
- Maintain guest and employee safety as a top priority and follow all safety protocols and procedures.
- Effectively and clearly explain activity instructions to participants
- Act in a courteous service oriented manner
- Follow rules established by each venue
- Be positive and willing to engage guest. Courteous and fun with each customer.
- Issue and check tickets
- Wear Park uniform and be well groomed and neat at all times
- All other job duties as assigned

Required Knowledge and Essential Skills

- Must be able to instruct, speaking to groups and individuals. Able to do this with kids adults and families.
- Must be fit and fit physical parameters of all activities.
- Excellent customer service skills with friendly outgoing communication style
- Must be flexible about work assignments and maintain a good attitude
- Basic group skills and ability to facilitate small groups
- Basic knowledge and climbing skills. Comfortable at extreme heights

Minimum Qualifications

- Minimum 16 years of age
- Flexible work schedule – must be available to work days, evenings, weekends and holidays

Environmental Job Requirements

- Ability to work outdoors in all temperature/weather extremes

Physical Requirements

- Able to navigate through all elements, features, challenges with confidence and ease.
- Ability to lift 50 pounds
- Must be able to sit and stand on feet for extended time
- Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus
- Hearing – to converse with others in a normal conversation
- Balancing, bending, climbing, kneeling, walking, pushing, reaching above shoulders, and sitting

Required In-House Training

- UOLF Orientation
- Sexual Harassment
- Drug & Alcohol
- Hazardous Communications Program
- Customer Service (at least once each season)
- Radio Protocol (emergency procedures)
- Company Cell Phone Policy
- Specific training for Mountain Adventures Park Guide in all challenge course areas

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of the job description at any time without prior notice.