



MOANING CAVERNS

A D V E N T U R E P A R K

P.O. Box 248
Vallecito, CA 95251
Phone: (209)736-2708
moaningcaverns.com

Position Description: Seasonal Zip Line/Outdoor Attractions Guide

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Job Summary:

This is a seasonal position with hiring taking place in April. The zip line is typically open for guest usage beginning in May with closure occurring after Labor Day weekend in September.

Under the immediate supervision of the Outdoor Attractions Manager and Supervisor(s), the Zip Line/Outdoor Attractions Guide is responsible for the rigging, driving, instructing, launching, catching, and de-rigging of Zip Line patrons according to the official policies and procedures outlined in the Zip Line Manual. In addition to performing Zip Line related tasks, it is also the responsibility of the Outdoor Attractions guide to provide excellent guest service while answering questions, assisting guests with the signing of waivers prior to the start of their Zip Line adventure, and operating any other Outdoor Attraction that may be added in the future (ie, the Climbing Tower, etc).

Principal Duties:

- Exercising a “safety-first”, detail-oriented attitude in all aspects of the operation
- Providing excellent guest service during all interactions with guests
- Maintaining a positive and professional demeanor when enforcing state and company policies and regulations
- Working in the Zip Shack:
 - Checking waivers for completion prior to starting any other part of the zip line process
 - Clearly communicating safety information to all guests prior to fitting them with any equipment
 - Maintaining wait list (checking guests off as they are served, etc.)
 - Communicating wait time changes to ticket sales/reservations as promptly as possible
 - Outfitting zip line guests with a properly-fitted harness and helmet, trolley, and all other gear
 - Giving clear instructions and explanations as to the proper usage and function of the equipment
 - Putting away equipment that has been returned by the vehicle operator in an organized manner
- Vehicle Operator:
 - Driving zip line guests to and from the launch and landing towers in a slow, safe manner with a friendly and outgoing demeanor
 - Driving equipment to and from the towers with the same attention to safety and detail as you would if guests were present
 - Taking weights to the launch tower and attaching them to the pulley for the Launch Tower guide

to pull up

- Picking up equipment buckets from the Land Tower and putting this equipment away in an organized manner
- Working on the Launch Tower:
 - Understanding, following, and enforcing all safety rules
 - Double checking guest rigging for any errors prior to attaching them to the zip line
 - Following proper procedure to attach guests to zip line
 - Explaining the zip line process to guests, demonstrating and explaining proper form and technique, and answering questions
 - Clear communication with the Landing Tower to ensure that the line is clear and the guides are ready
 - Completing the launch process- letting the guest leave the tower to enjoy their adventure!
 - When necessary, safely removing a guest who no longer wishes to zip from the line and instructing them on how to safely return to the zip shack
 - When necessary, complete a “re-rail” on a guest whose trolley has come off its track upon launch
- Working on Landing Tower:
 - Clear communication with the launch tower prior to the launch of any guest, ensuring that the line is clear of all obstacles and that the guides are ready to receive the guests
 - “Catching” zip liners at the end of the cable (stopping a guest from going back out onto the line ONLY when it is safe to do so)
 - When necessary, go out onto the line and perform retrievals (pulling in the guest by attaching a lanyard to both yourself and the guest and climbing hand-over-hand back to the tower with the guest in tow)
 - Using the proper procedures to release a guest from their attachment to the line
 - Removing and collecting equipment, storing it properly in equipment buckets to be taken back to the zip shack by the vehicle operator
 - Ensuring guests know which path to take to walk back to the zip shack
 - Communication with the vehicle operator if a guest needs a ride back to the zip shack
- Maintaining clear communication between launch, landing, and zip shack at all times.
- Maintaining clear communication with reservations/ticket sales regarding wait times, delayed openings, and other topics as needed
- Maintaining communication with maintenance regarding any maintenance needs
- Proper daily cleaning of all equipment used by guides and guests
- Assisting with the proper care and maintenance of gear and vehicles
- Assisting with daily, bi-weekly and quarterly inspections
- Perform general housekeeping and upkeep of buildings, grounds and restrooms
- Assist other departments with duties when needed, including but not limited to: parking cars, assisting maintenance, counting and stocking merchandise, assisting school groups with gem mining, maintaining the sluice, etc.
- Other duties as assigned

The physical demands and work environment of this position constitute very heavy work: 50% or more of the activities involve walking, standing, squatting, kneeling or climbing; and exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to push, pull, stop or move objects and/or patrons.

Essential Functions/Physical Requirements:

- Be physically able to lift yourself off the ground and attach yourself to the zip line cable.
- Be physically able to traverse on the cable to carry out emergency procedures.
- Be able to function effectively when suspended at heights in a harness and other Personal Protective

Equipment.

- Must be able to remain in a stationary position for sustained periods of time.
- Moving about on foot to accomplish tasks between zip shack, launch tower, landing tower, visitor center and main office.
- Operate, activate, inspect, place and position all items of equipment and gear using hands and fingers.
- Ability to grasp, or apply pressure to an object with the fingers and palm.
- Use feet and legs and/or hands and arms to ascend and descend stairs, ladders and ramps.
- Be able to extend hand(s) and arm(s) in any direction.
- Using upper extremities, be able to push or press against objects or patrons with steady force in order to thrust it forward, downward or outward.
- Using upper extremities be able to exert force in order to draw, haul or tug objects or patrons in a sustained motion.
- Ability to raise objects or patrons from a lower to a higher position or move objects or patrons horizontally from position to position.
- Ability to express or exchange ideas by means of the spoken word in order to convey detailed and important instructions to patrons and co-workers accurately and quickly.
- Ability to speak, read, and write fluently in English in order to communicate safety information and other directions. (Knowledge of other languages is an excellent and welcome bonus!)
- Ability to project voice to be heard by guests in a loud environment
- Ability to keep tone professional at all volume levels
- Ability to perceive the nature of sounds at normal speaking levels with or without correction in order to receive detailed information and instructions.
- Ability to maintain substantial and repetitive motion of the wrist, hands and /or fingers.
- Visual acuity to perform all duties and operate motor vehicles.
- Be able to constantly work outdoors in all weather conditions.
- Ability to memorize and explain the function of all pieces of equipment, including but not limited to the braking system, the harnesses, and the reasoning for all safety rules
- Ability to use a two-way radio to communicate with your department as well as others'
- Ability to use provided personal protective equipment during both routine and 'unexpected' cleaning projects
- Ability to use cleaning chemicals to clean up messes which may include bodily fluids

Job Specifications/Minimum Requirements:

- Must be at least 18 years old to be considered for this position
- Must be legally allowed to work in the United States
- Must possess a valid driver's license (needed in order to operate the transportation vehicles)
- Must have a reliable means of transportation to and from work
- Must have a reliable method of communication
- Must be willing to travel and attend training programs off-site for occasional professional development
- Must work Saturday, Sunday, and holidays
- Occasional overtime may be required
- Must be able to adjust working hours as needed

Ideal Characteristics:

- Ability to maintain a positive attitude under pressure
- Ability to communicate rules and policies in a polite manner
- Ability to direct guest questions and concerns to the appropriate person/department
- Possess excellent customer service skills

- Ability to speak to both small and large groups of people with confidence
- Possess and maintain a professional appearance
- Possess an attitude and desire to learn new skills and cross-train to other job duties and positions.
- Comfort with basic technology and internet usage
- Basic working knowledge of other departments and the willingness to work with others to ensure smooth operation for both guests and coworkers

This job description supersedes all prior job descriptions and is intended to describe the general content and essential requirements for the position listed above. It is not an exhaustive statement of duties. Management reserves the right to add or change the duties of this position as required at any time.