



Job Description Title:	Adventure Park & Zip line Operations Manager	Primary Supervisor(s):	Craig White – General Manager
Department/Group:	Zip line/Adventure	Travel Required:	Minimal
Location:	Basecamp	Position Status (FT, PT, etc.):	Full Time
FLSA Classification:	Exempt - Salary	Physical Demands:	Physically Demanding – See Chart
General Work Day/Week:	Hours can vary daily dependent upon scheduled tours and bookings ranging from 9am-7pm including weekends.		
Education and Experience:	Bachelor’s degree in sports management, recreation, physical education, hospitality, related field or 5 years equivalent experience as a manager of adventure parks.		
Committee Assignments:	Culture Enhancement, Entertainment, Quality Improvement		
Corporate Mission/Statement:		Company Values:	
It is the mission of Grand Vue Park to provide our patrons a safe and clean natural environment in a friendly and courteous manner; to offer comfortable lodging, educational and entertaining recreation and fun for families and friends. We remain deeply committed to serving our special constituency throughout Marshall County.			
Primary Responsibilities/Essential Job Duties:			
DUTIES AND RESPONSIBILITIES:			
<ul style="list-style-type: none"> Strategically organizes, develops, schedules, and supervises day-to-day operations of the entire facility which includes zip line course, aerial adventure park (rock wall, high ropes course, power fan, giant swing, euro-trampoline, rappel wall), staffing, cash controls, opening and closing procedures, employee retention, staffing schedules, and coordination of all activities Maintains all logs, files, reports, communications, and electronic data relating to safety inspections, incidents, maintenance reports and any other general daily reports Maintains high standards of cleanliness throughout the facility including towers, check-in areas, platforms, facility grounds and all surrounding areas Develops strategic plans for increasing profitability using a combination of sales building and cost control Expert level experience with organization’s financial and budget activities in order to fund operations, maximize investments, and increase efficiency Ability to engage customers and resolve any customer complaints. Budget facility supplies costs by conducting inventory and overseeing ordering process Maintain certifications of all adventure guides Other duties as assigned. 			
QUALIFICATIONS:			
<ul style="list-style-type: none"> Must be at least 18 years old (minimum age). Excellent leadership, sales, and supervisor management skills. Must be innovative and self-motivated. Excellent organization and communication skills and ability to perform a wide variety of tasks during busy, sometimes stressful times. Must maintain a high level of professional appearance and demeanor. Must be in good physical condition and have no neck, back or shoulder injuries. Must be able to work most weekends and holidays. Willing to work in all weather conditions. Communicate effectively and display excellent customer service skills. Must be able to complete CPR/AED and First Aid training course. 			



- Must be able to complete zip line guide and aerial park training programs. (If you do not pass training then you cannot be hired.)
- Must be able to pass drug screening.

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent in the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing				X
Walking				X
Sitting		X		
Using hands to finger, handle or feel				X
Reaching with hands and arms				X
Climbing or balancing				X
Stooping, kneeling, crouching, or crawling				X
Talking or hearing				X
Tasting or smelling		X		
Driving		X		

This position is described as **physically demanding** performing moderately strenuous daily activities of the customer service and supervisor nature. This position requires to work in a fast-paced, professional, and team-oriented work environment. The majority of work is conducted outdoors in climates from 40° to 100° Fahrenheit.
Equipment used: Harnesses, Helmets, Rope, Zip Line Trolleys, Carabiners, and other gear.

WORK STYLES:

- Adaptability/Flexibility:** Job requires being open to change and to considerable variety in the workplace.
- Attention to Detail:** Job requires being careful about detail and thorough in completing work tasks.
- Cooperation:** Job requires being pleasant with others on the job and displaying a good-natured cooperative attitude.
- Dependability:** Job requires being reliable, responsible, dependable, and fulfilling obligations.
- Demeanor:** Job requires an energetic and pleasant personality.
- Initiative:** Job requires a willingness to take on responsibilities and challenges.
- Integrity:** Job requires being honest and ethical.
- Stress Tolerance:** Job requires dealing calmly and effectively with high stress situations.

KNOWLEDGE REQUIRED FOR THIS POSITION INCLUDES THE FOLLOWING:

- Guest and Personal Service:** Knowledge of principles and processes for providing guest services. This includes needs assessments, meeting quality standards for services, and evaluation of guest satisfaction.
- English Language:** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. The ability to write routine reports and correspondence and have the ability to speak effectively with clients, visitors, and team members.
- Computer Programs/Systems:** Knowledge of and familiar with E-mail, Internet browsers, Excel, Word, and other specific firm applications/systems.



SKILLS REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:

Coordination: Adjusting actions in relation to others' actions.

Judgment and Decision Making: Evaluating the details and using proper information to make good quality decisions with regard to team members, guests, and management.

Monitoring: Monitoring/Assessing performance of yourself and other individuals to make improvements or take corrective action.

Reading Comprehension: Understanding written sentences and paragraphs in work related documents.

Speaking: Talking to others to convey information effectively.

Time Management: Managing one's own time and the time of others.

ABILITIES REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:

Oral Comprehension: The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression: The ability to communicate information and ideas in speaking so others will understand.

Written Comprehension: The ability to read and understand information and ideas presented in writing.

Problem Anticipation/Sensitivity: The ability to tell when something is wrong or is likely to go wrong.