

# Ziptrek Guides



As a Ziptrek Guide you will be tasked daily with providing an exceptional tour experience by focusing on each guest's individual needs, guided by the principles of The Natural Step and our ecology curriculum.

In peak season our tour volume is very high and not weather dependent – rain or shine, our expectation is that you connect with each of our guests and share with them the exhilaration of ziplining and leave them with a stronger sense of ownership and interest in caring for our planet.

While fun and learning are paramount, safety remains our number one priority. Your approach to safety must be uncompromising, both with your guests and your team. We rely on you to take ownership of your work environment, reporting any potential hazards or risks for our immediate attention.

If you inspire others, connect with confidence to a diverse audience and welcome the rigors of working hard in the great outdoors, we encourage you to apply! Comprehensive training is provided, so previous experience is not required.

## Guiding at Ziptrek

- Greet guests promptly and enthusiastically in a warm and professional manner
- With the help of your guide partner, outfit all guests, ensure loose items are secured and expertly deliver Ziptrek's safety guidelines
- Conduct safe and confidence inspiring tours, allowing guests to focus on their personal enjoyment of their immediate surroundings and the tour experience
- Present ecological material in an engaging and factual manner appropriate for the group
- Manage the tour efficiently within the allotted time frame to create an unhurried experience
- Adhere to company policy, procedures and technical training protocols at all times
- Encourage and contribute to a fun, safe and positive workplace every day
- Establish and maintain effective working relationships with your peers and your leadership team

## Key Qualities

- Demonstrate sound judgment and decision making skills appropriate to the environment
- Thrive in a fast-paced, productive environment where change is constant
- Good organizational and time-management skills
- Prepared to take the job seriously while promoting a fun work atmosphere
- A self-starter who can work with minimal supervision
- Reliable and consistent in facilitating high quality tours
- Effective communication skills and attention to detail

## Positions Available

We offer Full-time and Peak Part-time positions:

- Full-time Ziptrek Guides enjoy four (4) scheduled shifts per week, with the addition of one (1) on-call shift. During peak times, you should be prepared to be called in for your on-call shifts and overtime may be required
- Peak part-time guide roles are typically scheduled for two (2) shifts per week, plus one on-call and increased shifts during peak seasons and holidays

## Position Requirements

- A valid 16 hours Standard First Aid Certificate – the course can be taken after you are hired, but must be completed before your start date (no exceptions).

## Training

- Guide training is one week long, followed by a shadowing/mentoring process with our Leads and Senior Guides

## Place of work

- Main Ziptrek location: Carleton Lodge in the Whistler Village & Ziptrek Courses (between Whistler and Blackcomb mountains)

## Length of work day

- You will be scheduled for up to 3 tours daily and dependent on guest bookings, your average work day will be between 6–10 hours.
- Your start time can be anytime between 8:00am – 11:30am.

## Guiding Gear/Uniform

- You will be required to have your own climbing harness, a watch to manage your tour timing and flow and appropriate footwear. Ziptrek Ecotours will either provide or provide for purchase the remainder of your equipment requirements.

## Wage:

- Training Wage - \$10.00/hr
- Regular Wage - \$11.00/hr + \$1.00/hr Bonus (bonus is paid out upon successful completion of the contract; 500 hrs equals \$500)

**Housing:** At Ziptrek Ecotours we manage a company-owned employee housing unit and also partner with Whistler Blackcomb employee housing (HOUSE) to fulfill the remainder of our employee housing needs. There are a number of units available, both shared and single occupancy, to meet your temporary housing needs, although single occupancy rooms are limited. Rent can cost you between \$450 - \$600 depending on whether you are in a shared or single occupancy room.

**Please apply online at [www.ziptrek.com](http://www.ziptrek.com)**