

Jackson Hole Ropes Course/Drop Tower Ground Support Assistant JOB DESCRIPTION

POSITION TITLE: **Ground Support Assistant**

REPORTS TO: Course Manager

DATE: 06/7/2016 _____ DEPARTMENT: MSS

CLASSIFICATION _____ SEASONAL HOURLY _____

GENERAL PURPOSE

-Operate and Maintain the Equipment Barn in an organized and efficient manner, paying attention to all aspects of guest service and guest activity

-Assist Course Practitioners & Ground Support with giving brief orientations to guests, making sure guests meet appropriate criteria for participating, helping guests take equipment off

ESSENTIAL FUNCTIONS

- Keep Ropes Course facilities and equipment maintained and in safe working order.
- Verify guest's weight, age and height in order to properly equip with appropriate fitted personal protection equipment and applying a designated wristband
- Follow standard protocol to ensure highest level of safety
- Assist guests and explain basic course procedures
- Actively mediate any hazards that may arise
- Scan tickets for Ropes Course and/or Drop Tower

JOB QUALIFICATIONS

KNOWLEDGE, SKILLS & ABILITY: Must have prior experience in cooperative team setting. Ability to handle unexpected circumstances, good understanding of guest service, must have a developed understanding of team work and communication, ability to work with diverse groups of people, and confidence in ability to instruct groups and enforce procedures. Must be 14 years or older.

MATERIAL AND EQUIPMENT DIRECTLY USED

Harness, Helmets, Scanners

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES

Often hot with long days in the sun; must be able to work in variable outside conditions. Must be able to bend and stand for long periods at a time.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.