

JOB DESCRIPTION

Position: Sky High Ropes Course Attendant

Reports to: General Manager, Assistant General Manager, Operations Manager

Oversees: Front office area, ticketing, guest relations, phones

Job Classification: Non-exempt, full, part-time, or seasonal

Turtle Island and ARM, LLC requires 100% commitment from every associate, to uphold our core values and mission. Regardless of your position or role, you must display “over the top” hospitality to guests and fellow team members that goes beyond standard expectations. You must act with integrity, deliver a quality performance, be a positive influence on your team, act disciplined and professional, have accountability and ownership for your role and work with a smile.

Position Summary: The Ropes Course Attendant ensures customer safety and satisfaction while guests navigate across the course. The Attendant is responsible for guest registration, supplying equipment, education, and adherence to proper safety protocol.

Essential Position Responsibilities:

- Communicates with guests to process registration and complete orders
- Educates guests on the Ropes Course experience, proper technique and use of equipment, and safety guidelines
- Outfits participants with correct safety equipment, makes adjustments, and properly attaches sling line to harness and overhead track
- Inspects all safety equipment to ensure proper function
- Ability to assess and assist in possible emergency situations and help scared participants
- Ensures the daily operation adheres to operating procedure guidelines
- Provides outstanding customer service and engages in suggestive selling
- Assists in merchandising functions including display and store design, inventory receiving, stocking, and merchandise pricing
- Performs cash-handling functions, including point-of-sale (POS) system, registers, and daily reporting
- Ensures attraction adheres to the highest standards of cleanliness, presentation, and service
- Must successfully complete ropes course and annual training covering operating procedures and technical competencies
- Assists in other retail outlets/attractions as needed

Position Specific Requirements, Knowledge, Skills and Abilities:

- Must have a fun and exciting attitude when at work
- Must have ability to pass any related competency or skills-based training that is necessary for the department.
- Must learn and be able to pass all tests on the POS.

Physical, Schedule and Work Requirements:

- Availability to work on all shifts, during the normal operating hours of the Sky High
- Ability to stand for extended periods of time

Please note: This job description is intended to be a guide for new associates to understand their role and what is necessary to fulfill the responsibilities of their position. It is not a complete list of every task that may be required in this job role. Job tasks may change from time to time, with or without notice, at the discretion of American Resort Management and this property.

I have read and understand the content contained in this job description and have addressed all questions or concerns related to the requirements of this position.

Associate Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

Turtle Island and ARM, LLC offer Equal Employment Opportunity to all applicants and employed associates without regard to race, color, religion, gender, sexual orientation or preference, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. Selection is based on the candidates whose background and qualifications best match the knowledge, skills and abilities expected for the position as determined by the hiring manager.