| **Job Title:** | **Flight Crew** |  |  |
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| **Reports to:** | Course Manager, Manager on Duty, Operations Manager, VP Operations, Owner |
| **Level/Salary Range:** | Employee/$19.25 per hour | **Position Type:** | Seasonal |
| **HR Contact:** | Ryan Chasse  | **Date posted:** | March 1, 2025 |
| **Required Training Dates:** | April/May 2025 | **Posting Expires:** | May 9, 2025 |
| **Applications Accepted By:** |
| **E-mail:**ryan@takeflightadv.com**Attention:** Take Flight ApplicationPhone: (207) 439-8838 | **Mail:**Take Flight506 Route 1Kittery, ME 03904 |
| **Job Description** |
| **Roles may or may not include the following based on state, federal, and take flight guidelines:*** Supervise transfers of guests on the course from all positions and while traversing the course
* Assist in daily set-up, take down, and inspection of equipment and course structures
* Perform and document all equipment checks, as required and report anomalies to Course Manager or Manager on Duty
* Work to minimize guest’s exposure to risks associated with participation
* Follow and assist guests in following all federal, state municipal and Take Flight guidelines regarding COVID-19 or any other public health matter.
* Assess guest readiness to participate
* Perform Pre-Flight Sessions including:
	+ Communicating all course policies and procedures effectively to guests
	+ Leading (or co-leading) informational sessions (Pre-Flight) for participating guests
	+ Assess guest readiness to participate
	+ Size and fit guests with appropriate equipment (harness, lanyard, etc.)
* Perform necessary technical skills within job scope associated with the operation of a challenge course:
	+ Ability to proficiently perform a variety of guest rescues at all levels
	+ Ability to move and climb safely and comfortably on all course elements
	+ Understand use and operation of course equipment
	+ Ability to participate on and operate additional activities- Super Swing, Quick Jump, etc.- as needed
* Guiding participants safely through every element of the Adventure Zip Tour:
	+ Manage risky behavior and maintain control of the tour group at all times
	+ Able to assess structure and cables and report anomalies to Manager on Duty
	+ Ability to proficiently perform a variety of guest rescues
	+ Educate guests on ecology, geology, local animal inhabitants, types of trees, local history, etc.
* Successfully complete the TAKE FLIGHT site specific training during employee orientation
* Meet or exceed ongoing training requirements
* Demonstrate excellent communication with co-workers and guests
* Follow emergency protocols
* Other tasks as assigned by management team
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| **Required Qualifications** |
| * 18 years of age or older
* First Aid & CPR Certification (within 30 days of start date)
* Applicant must pass periodic Practical Skill Evaluations
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| **Preferred Qualifications** |
| * Physically fit and able to perform job tasks for challenge course operations
* Comfortable working at height (up to 45 feet)
* Previous Customer Service Experience
* Positive, Outgoing, Enthusiastic
* Above average communication skills
* Ability to multi-task
* Punctual and Reliable
* Able to develop positive, professional working relationship with others and work in a team environment
* Ability to work in varied weather conditions
* Positions available for April hiring for qualified candidates
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