

Park Monitor
Frankenmuth Aerial Park
\$14/hr - \$17/hr

Overview: Park Monitors are the eyes and ears of the park. Their primary responsibility is to ensure the safety and well-being of all of the parks guests as well as provide assistance and guidance where needed. It is the duty of the park monitors to ensure that each guest has an enjoyable and memorable experience.

Position Details/Duties:

- Monitors are responsible for greeting guests and providing general park information and direction
- Responsible for harnessing guests as well as delivering instructional safety briefings and gear demonstrations,
- Monitors observe and assist guests as they maneuver throughout the park and the attractions, ensuring that guests are using equipment properly and safely
- Monitors perform rescues and provide assistance to guests on the courses, as needed
- Monitors ensure guests are comfortably and competently able to access age/skill appropriate courses/attractions
- Monitors perform daily course inspections and equipment checks
- Monitors assist in guest service operations, including cashiering, retail stocking and ticket sales
- Monitors assist with park grounds and course maintenance, as needed.
- Monitors are responsible for checking, processing and maintaining park equipment
- Monitors are responsible for assisting in park programs, such as teaching classes and event coordination, as needed
- Monitors help to keep the parks grounds clean and well maintained
- Monitors perform daily cleaning and janitorial duties that include washrooms, toilets, office spaces, sheds and other public areas

Requirements:

- Must have dependable transportation to work scheduled shifts
- Must be comfortable working at heights up to 65 feet
- Must have attention to detail and an extreme dedication to safety
- Park monitor must possess a friendly disposition and professional demeanor at all times
- Must have a passion for working outdoors and be able to handle all weather conditions
- **Must be have regular weekend and holiday availability. Ideal candidates will also have flexible weekday availability and be able to commit to the full season**
- Must be reliable with strong work ethic and personal integrity
- Monitors must be able to quickly and competently pick up new skill sets both in training and on the job while maintaining the highest quality standards of performance
- Must have strong communication skills and a kind, patient approach to working with people
- Must have excellent presentation skills, comfortable with public speaking and providing regular presentations to groups of up to 30 people throughout the day
- **Must be positive person with a good attitude—smiles are a must! As all positions include customer service, appearance and hygiene must comply with company standards**
- Must be able to lift 50 pounds

- Must be able and willing to use company provided personal protection equipment that includes climbing gear and other productions to protect skin, hearing, body and eyewear
- Candidates should have some work experience
- Climbing experience preferred, but not required
- Candidates with background/experience in one or more of the following areas are preferred: Recreation (including parks, outdoor, program, therapeutic, or sports/athletics), travel/tourism, hospitality, service industry, customer service, outdoor adventure activities, education, fire/EMT/rescue, rope access construction, arboriculture, zip line or challenge course industries, and/or general maintenance/construction
- **Candidates who have or are able to obtain Red Cross certification in these areas are preferred: First Aid, CPR, AED**

Schedule:

- This is a full-time, hourly, seasonal position. A limited number of part-time, weekend-only positions are available for full-season candidates only, however preference is given to candidates preferring full-time
- Candidates should have a flexible schedule with both weekday and weekend availability. Season runs from **May through early November**
- Candidates that are available for the full season are highly preferred, and will be considered first for any winter, off-season hours that become available
- Candidates interested in Summer-only positions must be available for the full summer season—weekends and holidays are required
- **Shifts may start as early as 9:00 AM or end as late as 12:00 AM in special circumstances. Normal shifts fall between 10:00 AM and 11:00 PM and range between 4-8 hours in length**
- Please note that hiring for the full season begins in April. There is a mandatory training session (4-5 days) required for all candidates

This is a great, entry-level position with a fast-growing company within the exciting outdoor adventure industry! Lots of fantastic perks, fun people, and room to grow within the company!