

NAVITAT CANOPY ADVENTURES

POSITION: Aerial Adventure Guide

LOCATIONS: Navitat Canopy Adventures - Asheville

ESTIMATED START DATE: On or around May 12, 2025

COMPENSATION: Hourly wage & per tour pay. Training - Starting at \$10.00/hr. Starting at \$15.00/hr and \$31.00 - \$40.50/tour after completion of training.

EMPLOYMENT TYPE & CLASS: Seasonal, hourly employment. Seasonal employment dates: On or around May 19 - November 30, 2025. Employees may reapply for successive seasonal employment, and receive an offer for rehire based on job performance.

EXPECTED WORK HOURS: Up to 45 hours per week

AVAILABILITY REQUIREMENTS:

- Employees shall have the ability to work with the seasonal fluctuations of customer traffic.
- Employees should expect to work weekends and holidays regularly during the operational season.
- Employees are expected to work on-site at the Navitat Asheville location.

TRAVEL REQUIREMENTS: None. There may be optional opportunities to attend industry conferences or events, or other work related activities that occur off site.

BENEFITS:

- Potential for performance-based discretionary end-of-year bonus.
- 6 - Complimentary passes for friends and family Zip Line visits.
- Access to the courses for personal tours, under company policy (Play Trips).
- ProDeal policy for discount gear purchases.
- Ongoing professional development.
- Opportunities to attend outdoor industry conferences and other ACCT or NCAAA events.
- Travel for site visits to other aerial adventure businesses in the area.

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Aerial Adventure Guide

Reports to: Lead Operations Manager

Job summary: An Aerial Adventure Guide provides excellent guest service, instruction, and facilitation of participation groups on our tree-based zipline tours, UTV trails, and various other outdoor adventure activities.

As a Navitat employee, you will work with a group of talented and passionate outdoor enthusiasts; interact with thousands of Navitat guests who are universally thrilled with their experience on course; work in a gorgeous mountain cove environment; and be able to bring your friends and family to experience Navitat for no charge.

Primary Responsibilities:

- Facilitate and guide guests through zipline canopy tours (heights up to 300 ft, and speeds 50+ mph), ensuring safety and guest enjoyment.
- Provide interpretive information about the local region, the Appalachian mountains, the flora and fauna, and provide recommendations for destinations in Asheville.
- Demonstrate effective communication skills to engage and inform guests throughout the tour.
- Manage time efficiently to maintain tour schedules while providing quality experiences.
- Provide exceptional guest service to enhance guest satisfaction and foster repeat visits.
- Maintain equipment and ensure all safety measures are adhered to before and during each tour.
- Conduct participant pre-screening and deliver safety orientation speeches.
- Ensure all course operations are conducted in accordance with safety standards.
- Operate zip line braking systems.
- Traverse along cable systems to perform rescues, and manage the braking system components.
- Adhere to all Navitat policies and procedures.
- Attend ongoing training sessions throughout the season.

Qualifications:

- Must be 18 years of age or older.
- Must have the ability to remain focused on safety first, while consistently assessing risks.
- Must have the ability to communicate clearly, correctly, and consistently to large groups and over radio communications throughout the day.
- Must meet all Navitat guest requirements: including weight between 70 & 265 lbs. and have physical ability to perform all guide-related safety tasks (see website for other guest requirements.)
- Must pass initial guide training.
- Must be able to lead a group of 10 or more people at a time.
- Ability to work long hours and irregular shifts in a multi-task environment.
- Must have reliable transportation.
- Prior experience working in the outdoor industry is preferred.

Physical abilities required:

- Must have the ability to work over sixty feet off the ground.

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- Must be able to perform all technical rescues & course access techniques.
- Full range of overhead arm motion to pull two people along the cable.
- Ability to walk and stand for a long period of time in all weather conditions.
- Must be able to lift 50 lbs unassisted.

Compensation:

Guided Trips: Paid per guided tour - between \$31-\$46.50/ per tour with differing durations of various adventures. IE: A mid-tier adventure guide makes \$43.50 to guide the mountaintop tour (estimated time is generally 2 to 2.5 hours of total work). Guides may also accept tips. Compensation, including tips and photo commission, can average between \$18.25 to \$27/hr.

Hourly shifts - All staff will at times work in support of the guided tours, making an hourly wage of between \$15 and \$20/hour dependent upon the experience and skill level.

Additional Compensation: Staff may also be eligible for additional hourly rate increases based on certifications and be eligible for bonuses.

Benefits:

- 6 complimentary trip passes to be utilized by friends and/or family with the opportunity to earn more throughout the season.
- Employee discount available on all retail and concessions.
- Fun work environment, and being outdoors.
- Professional development.
- Opportunities for growth within the company.

Staff Hiring Timeline:

Qualified candidates will be contacted by a manager to schedule a phone interview. Selected candidates will be invited to an on-site group interview conducted in May, 2025. Training is scheduled to begin in May, 2025. Training schedules will be provided once all positions are filled, and the posting will be closed.

For more information, check out our website at: <https://navitat.com/asheville-nc/>

Please do not call or show up on site in regards to your employment upon filling out the application, Navitat hiring managers will contact you.

Equal Employment Opportunity

Navitat is an Equal Opportunity Employer. All employment decisions shall be made without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, citizenship status or any other basis as protected by federal, state, or local law. Navitat believes all people should be treated equally regardless of their differences, such as age, disability, ethnicity, gender, gender identity and expression, religion or sexual orientation.