



Lead Guide

Position Type

Seasonal, Full-Time (May to Early September)

Perfect For

An experienced, reliable outdoor professional with strong leadership skills and an eye for safety and excellence.

Your Mission: Ensure seamless, safe, and exceptional daily operations

As a Lead Guide, you will oversee all critical behind-the-scenes systems, from safety inspections to staff mentorship, while stepping in to lead adventures directly. Your vigilance, organization, and leadership ensure every guest has a perfect day and every team member feels supported and valued.

What You'll Do:

Safety & Operations (Primary Focus)

- Conduct rigorous daily and weekly inspections of all adventure elements (Zipline Tour, Aerial Park, Climbing Wall, Euro-Bungy) and all related equipment.
- Open the park daily, ensuring all activities and the reception area are set up, stocked, and operational.
- Maintain impeccable inspection logs and safety documentation.
- Uphold and model the highest standards of safety, cleanliness, and organization across the entire site.

Leadership & Team Development

- Act as a role model, mentor, and first point of support for all team members.
- Assist in training new employees and providing ongoing coaching and safety updates.
- Delegate tasks effectively to ensure a balanced workload and smooth daily flow.
- Foster a positive, collaborative, and high-performance team culture through initiative and encouragement.

Operational Support & Guest Experience

- Perform 1-2 zipline tours or support Adventure Zone operations daily, based on demand.
 - Fill in for absent staff in any frontline role (guiding, reception) to ensure uninterrupted service.
 - Manage daily cash handling and basic facility stocking/cleaning as part of opening/closing procedures.
 - Be the on-the-ground problem-solver, addressing operational challenges with creativity and calm.
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Who You Are:

- You possess a valid First Aid/CPR certification (Must be Canada Certified).
 - You have proven experience in a leadership or senior role (tourism, outdoor recreation, or a related field is a strong asset).
 - You are highly detail-oriented with an unwavering commitment to safety procedures and protocols.
 - You are an exceptional communicator and motivator, able to educate, delegate, and inspire a team.
 - You are physically capable and confident working at height, managing equipment, and navigating the full zipline course and aerial park elements.
 - You are organized, proactive, and resourceful, with strong problem-solving skills and tech proficiency.
 - You understand that leadership means serving your team, jumping in to help as it's needed.
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If you're a natural leader who believes excellence is in the details, apply today to become the operational pillar of ValleyZip.