**Zip Line Supervisor**

**Summary** Use your leadership skills to be the lead in one of the coolest jobs in the world! Supervise activities of the zip line crew to maintain the zip line operations and to provide a high-quality experience for zip line customers. Takes a hands-on approach in guiding your team through all the duties of the Zip Line team.

 **Work and Play at Angel Fire Resort:**

If you’re going to work, make good money! If you’re going to live somewhere, live in a great place! Earn good money and live better with lots of employee perks! Angel Fire Resort is a top year-round mountain resort destination in New Mexico with fantastic skiing (Numerous Best of Lists), “Best Mountain Bike Park” in the Southwest, and one of the “Southwest’s Best” beautiful 18-hole golf courses. The resort is situated at over 8,600′ elevation in the Southern Rocky Mountains, 30 minutes east of Taos, and has views of Wheeler Peak, the highest point in New Mexico.  Angel Fire strives to offer the best value and choice for family outdoor recreation activities to its members, guests, and visitors–including skiing, snowboarding, tubing, sledding, golf, mountain biking, golf, disc golf, zip lines, tennis, fishing, hiking, premium RV sites, dining and more.  People that work at Angel Fire are happy people!

**FUN Resort Benefits Include:**

* Employee Assistance Program
* Season Pass (Bike or Ski Lift Tickets)
* Free and Discounted Buddy Passes
* Dependent Season Passes
* Free/Discounted Lift Tickets at Partnering Resorts
* Free Group Ski/Snowboard Lessons
* Discounted Ski/Snowboard Lessons for dependents
* Discounts at all Resort Restaurants
* Discounted Rentals
* Discounts at Tubing Hill
* Complementary rounds of golf
* Complementary use of driving range
* Reduced Golf Cart rental rates
* Tennis Court Privileges
* Discounted Zip Line tours
* Access to Fitness Centers
* Discounts on hundreds of brands of gear

**Base Pay:** $25 Hour

**Location:**Angel Fire Mountain Zip Line Course

**Employee Type:**Hourly, non-exempt

**Job Category:**Seasonal - Full Time

**Leadership Responsibilities:**Yes

**Required Certs or Licenses:** Valid Driver’s License

**Attendance:**Regular, predictable, punctual, and in-person attendance is essential, includes weekends and holidays as scheduled

**Estimated start date:**Late May

**Minimum Age:**18

**Typical Shift:**630am-330pm

**Environment:** This is an outdoor position. Must be able to stand for long periods of time and regularly lift/carry 50lbs.

**Qualifications:**

**Housing:** Limited employee housing is available upon request. “Dorm-style” starts at only $450/month. Other options available. A list of local rental resources is also available upon request.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

* Maximizes the efficiency and productivity of zip line employees.
* Ensures that workers maintain, track, and properly store equipment that is utilized for zip line operations.
* Supervises and coordinates inspections of zip line equipment including harnesses, helmets, hardware, cables, trollies, platforms, braking systems, etc.
* Supervises and coordinates the inspections and maintenance of the vehicles used for zip line operations.
* Assist the Zip Line Director in the training of workers on the proper use of the ATV’s and ensures that workers follow the safety rules that apply to ATV use.
* Ensures that workers instruct customers on the safety rules of the zip line experience.
* Walks the trails between stations to assess quality and effectiveness of trail work and to identify projects to be completed in order to maintain the trails.
* Assist the Zip Line Director in establishing standards and procedures for zip line staff.
* Works with the Zip Line Director to develop and implement a staff training program.
* Trains zip line staff on procedures and inspects their performance.
* Plans work schedules to ensure adequate service.
* Obtains list of zip line reservations in order to prepare work assignments and schedule appropriately.
* Assigns zip line employees their stations and areas of responsibility for each day.
* Attends periodic staff meetings with other department heads to discuss company policies and patrons' complaints, and to make recommendations to improve service and ensure more efficient operation.
* Ensures that zip line employees follow the Zip Line Policy and Procedure Manual at all times.
* Ensures that customer service standards are met and addresses customer issues or complaints.
* Works with Zip Line Director and other mountain operations staff to handle weather related closures.
* Performs Accident Investigations for mountain related accidents.
* Maintains biweekly attendance sheet and sends to payroll department.
* Utilizes radios to communicate with zip line and other mountain operations employees.
* Ensures that employees follow appearance standards.