



Aerial Adventure Guide

Reports to: Director of Operations

Job Summary

An Aerial Adventure Guide provides enthusiastic customer service, facilitation, and entertainment of large groups on our tree-based zipline tours, UTV trails, and various other outdoor adventures.

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, and work in a gorgeous mountain cove environment.

Primary Responsibilities:

- Facilitate and guide guests through zipline canopy tours (heights up to 350 ft, and speeds 60+ mph), ensuring safety and guest enjoyment
- Operate zip line braking systems and maintain safety equipment
- Ensure all course operations are conducted in accordance with safety standards by maintaining a keen eye for risk management and mitigation
- Provide interpretive information about the local region, the Appalachian mountains, the flora and fauna, and provide recommendations for destinations in Asheville
- Manage time efficiently to maintain tour schedules while providing quality experiences
- Provide exceptional guest service to enhance guest satisfaction and foster repeat visits
- Conduct participant pre-screening and deliver safety orientation speeches
- Adhere to all Navitat policies and procedures, and attend ongoing training throughout season

Qualifications:

- Must be 18 years of age or older
- Must be available to work **MOST WEEKENDS** and **HOLIDAYS** between Memorial Day and Labor Day - those who cannot work weekends are not a good fit for our industry.
- Must have the ability to remain focused on safety first, while consistently assessing risks
- Ability to maintain a positive attitude and good work ethic
- Must have the ability to communicate clearly, confidently, and enthusiastically to large groups
- Must pass initial guide training - including practical and written assessments
- Ability to work long, flexible 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 meet all Navitat guest requirements: weigh between 60-265 lbs. and have ability to traverse rough and steep terrain up to 2-3 miles per day
- Must have the ability to work confidently at height (over 60 ft. off the ground)
- Must be able to perform all technical rescues & course access techniques
- Possess full range of overhead mobility
- 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:

Including tips and photo commission, guides usually average between **\$18 - \$28/hr**. Guides are paid per tour, ranging from **\$34.00 - \$50.00** depending on the type and duration of the tour, and prior industry experience (Ex: A mid-tier adventure guide makes \$43.50 per Mountain Top tour, which is generally 2-2.5 hours of total work). Guides *typically* run 2-3 tours per day, but it is subjective to guest traffic, daily changes, and company needs.

Hourly shifts:

All staff work some days in support of the guided tours, making an hourly wage of between **\$15 - \$22/hr** depending upon their experience and skill level. Staff may also be eligible for additional hourly rate increases based on certifications (First Aid, WFA/WFR, etc) and be eligible for bonuses.

Benefits:

- 4 complimentary trip passes to be utilized by friends and/or family
- Ability to take "play tours" = free tours for your friends on non-busy days
- Employee discount available on all retail and concessions
- Outdoor Prolink discounts
- Fun and exciting outdoor work environment
- Professional development, and opportunities for growth within the company

Staff Hiring Timeline:

Qualified candidates will be contacted by a manager to schedule a phone interview. If offered the position, training is scheduled to begin in **February 2025** (Precise training schedules will be provided once all positions are filled). The season begins **March 6**, with ongoing training throughout the spring.

For more information, visit 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.



Expected Guest Traffic / Guide Availability for 2026 Season

Shoulder Season → Mar-May, Sep, Nov
 (expect part time work, weekend time off can be approved)

High Season → Jun-Aug, Oct
 (expect to work all your available days, weekend time off *only approved far in advance, and for very special occasions / circumstances*)

Month	Season	Days Open	Traffic	Expected Guide Availability
FEB	Closed	Open 3/6	-	must attend training
MAR	Shoulder	5	low	part time
APR	Shoulder	5	low	part time
MAY	Shoulder/High	5	mid	part/full time
JUN	HIGH	7	HIGH	FULL TIME
JUL	HIGH	7	HIGH	FULL TIME
AUG	Shoulder/High	7	mid	part/full time
SEP	Shoulder	5	low	part time
OCT	HIGH	5-7	HIGH	FULL TIME
NOV	Shoulder	5	low	part time
DEC	Closed	Close 11/30	-	no work available