



**Job Title:** Controlled-Rate Descent (CRD) Ground Crew

**Reports to:** Operations Manager / Deputy Manager

**Location:** British Airways i360, iDrop, Brighton Beachfront, Brighton

**Hour of work:** Casual, based on demand, early mornings & late evenings (Predominately Weekends)

**Rate of Pay:** £11 per hour + Holiday pay

**Principle Responsibilities & Duties:**

- To meet & greet iDroppers and provide a warm, courteous welcome to all customers.
- To check in participants through Ticketing Hub and Smartwaivers
- Direct participants as required by Duty Manager
- Liaise with Charity organisers / General Public
- To assist in the kit up and de-kit of iDrop participants – both in the pod and on the ground
- Greet customers as they reach the ground after their iDrop and detach from the ropes
- To ensure disclaimers & waivers have been signed.
- To deal with extraordinary client requests in a helpful manner.
- To provide assistance to the Duty Manager with on the day administrative tasks.
- Promote 'upsale' of GoPro footage.

**Customer Service & Personal Attributes**

- Excellent customer service skills with proven customer service experience
- A good communicator who remains calm under pressure
- An enthusiastic and positive attitude
- Be able to work on own initiative & as part of a team
- Energetic, flexible attitude to work.

**Expertise**

- Complete at least one iDrop to familiarise yourself with the customer journey
- Understand full iDrop process.
- An excellent awareness of Health and Safety and the ability to follow procedures.
- To be knowledgeable in PPE requirements and its use.
- To be proficient in all aspects of the Rescue process and be able to assist when required.
- Be fully conversant with all iDrop documentation.



- Ensure familiarity with the Smartwaiver. booking system and
- Be prepared to seek advice where necessary.

### **Essential**

- An in-date, current DBS check. *(If you do not hold this then on completion of the training course, one will need to be obtained)*

### **Desirable**

- First Aid training
- Previous experience fitting harnesses and the use of PPE.

### **Training**

A 1-day training course must be attended, this is suitable for any level of outdoor experience – right from qualified seasoned professionals to entry level outdoor enthusiasts. *(This training day is paid at £50/day).*