



So you want to be a
Climb Leader



STORY BRIDGE
adventure climb



Discover the Real Story

Scale Brisbane's iconic Story Bridge and experience the city from a spectacular bird's eye perspective.

Whether local or a visitor, you'll be exhilarated by the breath-taking panorama of Brisbane and its surrounding natural beauty.

The climb experience lasts around two-and-a-half hours. This includes a safety briefing, fitting climb equipment and the climb itself.

The climb route travels almost a kilometre, ascending to a viewing platform 80 metres high. Here climbers can enjoy spectacular 360° views of the city, river, mountain ranges, and Moreton Bay. The climb continues around the southern half of the bridge before returning to our

Operations Base.

Climb groups of 12 and are led by an experienced Climb Leader who provides interesting and entertaining commentary about the history and heritage of the bridge and the surrounding area.

Our Climb Leaders carry cameras and Climbers are offered three photographic opportunities. These pictures showcase different aspects of the bridge and city and are available for purchase on completion of the climb.

Climbs are conducted throughout the day. Watch the city come to life on a dawn climb or enjoy a twilight climb as the sun sets and Brisbane lights up.



About the Company

Based at Kangaroo Point, Story Bridge Adventure Climb (SBAC) is one of three bridge climbs in the world.

In 2001, Brisbane City Council sought expressions of interest from companies wanting to establish a tourist climb on Brisbane's iconic Story Bridge.

Successful over 14 other companies, Story Bridge Adventures were granted a 30 year, 24 hour license in July 2003 to construct and operate Story Bridge Adventure Climb.

A hand-picked team spent two years and two million dollars preparing the climb for operation. In 2005, twenty Climb Leaders were recruited. Known as "Chapter 1", these Climb Leaders form the core of the organisation today. Since then 4 more "Chapters" have joined the SBAC family.

Story Bridge Adventure Climb operates 361 days a year, closed only Christmas Day and three days surrounding the Riverfire fireworks. Since opening in October 2005, more than 45,000 climbers have enjoyed the climb experience.

Do you have what it takes?

Climb Leading can be very rewarding, but it's not for everyone.

The most appealing part of the job is working outdoors in a unique location - and getting paid for it! You will meet people from all over the world, show them your city and provide the opportunity to create treasured memories. You will meet people who are fulfilling lifelong ambitions, conquering a fear of heights or celebrating an occasion with someone special.

The challenge for Climb Leaders is to create an individual experience for up to 12 people at the same time.

Climb leading is a physically demanding job. We work all hours of the day and night, in all weather conditions. We are responsible for the safety and well-being of our climbers. We pride ourselves on remembering every climber's name, every climb.

If you're considering becoming a Climb Leader, ask yourself these questions:

Do you like working as part of a team?

Are you physically fit?

Are you a good communicator?

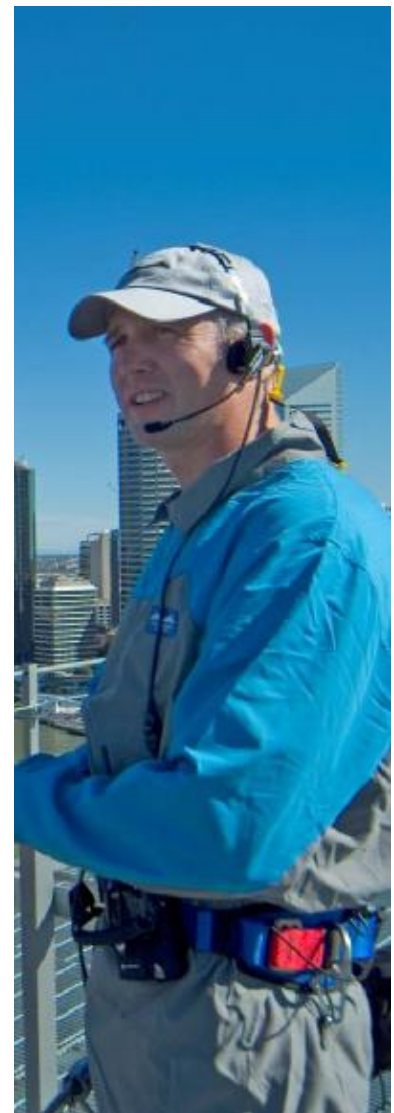
Do you enjoy meeting people from diverse backgrounds?

Can you work efficiently and solve problems in a timely manner?

Are you committed to maintaining and developing your skills?

Are you committed to outstanding customer service?

If you've truthfully answered yes to all these questions and you have the passion to become a Climb Leader, the next step is to become familiar with the Climb Leader recruitment process.



Position Description

Working Conditions

Conditions of employment are in accordance with the Story Bridge Adventure Climb (SBAC) Australian Workplace Agreement (AWA) and the SBAC Team Member Manual. All SBAC positions begin as Part-Time employment. Full-time positions are offered periodically as they become available.

Career Progression

Climb Leaders progress through the following stages:

Trainee Climb Leader (TCL)

This is a Climb Leader's trade training. The comprehensive course consists of 16 modules ranging from the use of safety equipment to commentary and customer service. The course involves both classroom and on-bridge training and is conducted during the first several weeks of employment. A training schedule is supplied during induction and may be subject to change. During training, you will conduct public climbs under the supervision of an experienced Climb Leader. You will be assessed by a combination of written and practical assessments. Successful completion of Climb Leader training results in promotion to Probationary Climb Leader.

Probationary Climb Leader (PCL)

Probationary Climb Leaders conduct public climbs without direct supervision. This is your opportunity to practice and hone your Climb Leading skills. Probation consists of 25 solo climbs. At the end of this time, your performance will be assessed by a Supervisory Climb Leader. Successful completion of Probation results in promotion to qualified Climb Leader.

Climb Leader (CL)

Climb Leaders deliver the product to the people. As you gain experience, you may get the opportunity to lead special event climbs (eg. New Year's Eve), escort media or VIPs onto the bridge, or present Educational Climbs to school students. Some Climb Leaders are also chosen to mentor and supervise Trainee Climb Leaders. Climb Leaders also perform support roles such as Base Operator and Stand-by Climb Support.

Climb Leader Profile

Jesse



Climb Leader (Chapter 5 - 2007)

What does your job involve?

Taking 12 strangers 80 metres high and keeping them safe, happy and enjoying every moment.

What is the best thing about your job?

The view - watching the sun rise and the dawn light reflect in the smiles of your group. It's beautiful on the bridge in the morning silence.

What is the worst thing about your job?

Waking up at 3 am for those sunrises!

What makes a good Climb Leader?

Best thing is, all Climb Leaders are different - there is no set mould to punch out the 'ideal' Climb Leader. You need to be personable, unflappable, empathetic and able to impart information while keeping the experience fun.

What skills do you bring to Climb Leading?

Talking to people from a range of backgrounds and ages. Had jobs that need you to be upbeat even if you may be feeling less than cheery.

What is your background?

Four years tour leading and taking small groups through Asia and Africa.

Why did you want to be a Climb Leader?

Having just moved back to Australia for Uni I realised I missed working outdoors with people who are there for a good time. I get to be a tour leader talking about my home town.

What advice would you give to aspiring Climb Leaders?

Make sure you think you can continue to enjoy it climb after climb. You have to like being out, all weather, all times of day, and you have to be able to convey that to a group of strangers.

Climb Leader Profile

Will



Bridge Coordinator (Chapter 3 - 2006)

What does your job involve?

Being aware of changing weather conditions that might effect climbers. I'm responsible for up to 48 climbers at a time, monitoring their well-being, behaviour and safety. Safety is always first priority at SBAC, followed by having fun!

What is the best thing about your job?

The people, the outdoors, the travel time to work.

What is the worst thing about your job?

Dawns!

What makes a good Climb Leader?

Someone who is naturally outgoing, full of energy and has a love of outdoors, history, people and Brisbane.

What skills do you bring to Climb Leading?

Charm, first aid, emergency response skills, leadership and people skills.

What is your background?

State Emergency Service, own Courier business and sheet-metal trade.

Why did you want to be a Climb Leader?

Admired the bridge, just for the experience of it, mixing with people, to learn.

What advice would you give to aspiring Climb Leaders?

Just do what you do, as well as you can.

Bridge Coordinator (BC)

Bridge Coordinators are the first person on the bridge and the last person off. They are responsible for the smooth running of Climb Groups on the bridge. BCs monitor the weather and ensure the safety of all climbers. The BC is also the first point of contact in case of an emergency. Bridge Coordinator positions are advertised internally as they become available.

Supervisor-on-Duty (SOD)

The Supervisor-on-Duty is responsible for the smooth running of a shift. They manage the staff, rosters and training. SODs manage any emergency incidents, as well as deal with any minor issues as they occur. SOD positions are advertised internally as they become available.

Availability

Story Bridge Adventure Climb operates 7 days a week, closed only Christmas day and 2 - 3 days for the Riverfire fireworks in September. We work weekends, nights and public holidays. We give preference to applicants who have a minimum availability of four 24 hour days per week. Climb Leaders are required with availability mid-week, as well as during peak weekend times.

All team members are required to be available for work during our busiest trading periods, primarily holiday times. You must also be available for work over the Christmas/New Year period, including Christmas Eve and Boxing Day.

Rosters and Shifts

Climb Leaders are rostered according to their availability and operational demand. As a general rule, the more you are available, the more shifts you will get. Shifts are rostered fortnightly and rosters are released at least one week in advance. Shifts can vary from one climb (3 hours) to 6 or more hours depending on the role you are filling.

Mandatory First Aid Qualification

Climb Leaders must hold a current recognised First Aid and CPR qualification. Applications may be submitted without this requirement, but a suitable First Aid certificate must be obtained before completion of initial Climb Leader training (approximately 3 - 4 weeks).

Medical Certificate

Climb Leading is a strenuous job. Climb Leaders must obtain a Medical Certificate stating they are fit to perform the duties required.

Hours of Work

A part-time or casual Climb Leader can typically expect to work between 20 and 40 hours per fortnight. The number of hours that a Climb Leader works can never be guaranteed. The amount of work available depends on how many climbs have been booked by our customers.

Pay and Entitlements

Wages are paid fortnightly. Part-time Climb Leaders are paid an hourly rate dependant on their level of training and responsibility. Full details of wages, entitlements and superannuation are outlined in the Story Bridge Adventure Climb AWA.

Dress and Grooming Standards

We have high expectations of our team's presentation and grooming. Climb Leaders are expected to present themselves professionally at all times. As an example, extreme hairstyles and colours, visible piercing and visible tattoos are not permitted.

Uniforms

Climb Leaders wear Climb Suits provided by Story Bridge Adventure Climb. Climb Leaders are required to provide their own black or navy blue (dark) rubber soled shoes and white, black or grey t-shirts.

Drug and Alcohol Policy

To ensure the safety of our climbers, SBAC has a strict zero tolerance drug and alcohol policy. Climb Leaders are breath tested for alcohol prior to every climb and must register a reading of 0.00%. Failure to do so will result in disciplinary action and loss of wages.

Climb Leader Profile



Supervisor (Chapter 1 - 2005)

What does your job involve?

Doing climbs, first and foremost. As a SOD, supervising the running of a shift, liaising with CLs, BCs, administration and climbers, trouble-shooting and helping where I can.

What is the best thing about your job?

The laughter and good humour. The excitement of the climbers. Nailing a climb and meeting the challenges.

What is the worst thing about your job?

When people have to drop out/leave a climb. When climbers don't respond to commentary.

What makes a good Climb Leader?

Being adaptable. Attention to detail. Surplus of stories.

What skills do you bring to Climb Leading?

The ability to talk under wet cement – commentary and customer service.

What is your background?

Retail, truck-jockey, trades assistant, asbestos removal, horticulture and landscaping.

Why did you want to be a Climb Leader?

To sell fun and laughs, to show off Brisbane, to have the best office in Queensland.

What advice would you give to aspiring Climb Leaders?

Never take it personally – anything!
Enjoy your mistakes, it keeps you humble and are great learning tools.
Have enough stories and trivia to fill 2 climbs – you never know when you'll need to fill time.

The Recruitment Process

- 1** Download a Climb Leader Information Pack and Application Forms from www.sbac.net.au
- 2** Read the information pack thoroughly.
Check you meet all of the application requirements.
- 3** Complete the Application Forms.
- 4** Climb Leader Application Form
This form is the basis of your application. It includes your personal details, education and employment history, references and mandatory requirements.
- 5** Medical Statement Form
Climb Leading is a strenuous job. This form helps us assess whether you are suitable for the role. You must be honest when completing this form. **Indicating any medical condition will not necessarily disqualify you from working as a Climb Leader.** Each case is assessed on an individual basis.
- 6** Availability Form
Working in the Tourist Industry, Climb Leaders work unusual hours. Our biggest demand is during weekends and holidays. This form outlines when you are available to work. As a general guide, the more you are available, the more work you will get.
- 7** Supplementary Information Form
This form is a written interview. It gives you the chance to explain why you would make a good Climb Leader.
- 8** Privacy Consent Form
This form outlines our company Privacy Policy and gives your agreement to the stated use of your personal information.
- 9** Submit your completed application to:
PO Box 7184, East Brisbane QLD 4169
170 Main Street, Kangaroo Point Q 4169
- 10** All applications are considered and the applicants are short-listed. Successful applicants will be contacted for a Phone Interview. Phone Interviews will last around 10 minutes.
- 11** A successful Phone Interview will result in an invitation to attend an interview. Successful applicants will be invited to attend a Bridge interview.
- 12** Working on the Story Bridge is a unique environment. The Bridge Interview allows us to assess how you perform under operational conditions. You will be taken onto the Bridge and challenge tested on such things as your knowledge of Brisbane and its surrounds, the Story Bridge and Story Bridge Adventure Climb.
- 13** Successful applicants will be offered a position as a Trainee Climb Leader. Only successful applicants will be notified.





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www.storybridgeadventureclimb.com.au

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