



Job Title:	General Manager	Job Category:	Manager
Please email lori@zipzonetours.com Or Fax: 888-557-3309		Mail: ZipZone General Manager Position PO BOX 341611 Columbus, OH 43234	
Job Description			
<p>ZipZone General Manager</p> <p>ZipZone Canopy Tour has been in operation since 2012 and is in the process of adding and Adventure Park to our program. We are searching for a General Manager to lead our team.</p> <p>The General Manager will oversee daily operations. The General Manager should be professional, committed to the business, and personable toward the staff and guests alike. The position is full-time, year-round and the hours of work will vary. The General Manager must be open to continuously improving the operations and working with business partners and consultants.</p> <p>The General Manager is responsible for hiring/training/supervising all staff, creating work schedules, assertively correcting any interpersonal problems, handling HR concerns and overseeing all aspects of a very busy office environment. The position is challenged with not only hiring, training and supervising all staff but also modeling pro-social behavior and serving as a professional mentor to help motivate staff to reach their utmost potential as efficient and happy workers. The manager is responsible for cultivating a positive work culture and creating a strong team dynamic among all staff.</p> <p>In addition, the park manager will partner and effectively communicate with the sales and marketing teams and off-site upper management to ensure effective implementation of park operations, promotions and programs. The manager should also interact with customers on site to gather feedback on their experience.</p> <p>The park manager is also responsible for the overall park aesthetic, including general equipment and course maintenance, grounds upkeep, and coordinating any work that needs to be done by outside vendors or contractors.</p>			

Responsibilities will include:

General Duties:

- Overseeing the entire guest experience
- Mentoring and developing Supervisors, Office staff, Guides and Monitors
- Overseeing scheduling of guests and staff
- Reviewing reservations process
- General administrative responsibilities (email, voicemail, reporting, etc)
- Problem solving and customer service training
- Retail (gift store) sales and inventory
- Financial responsibility for the company performance
- Recruiting and training staff as well as discipline and dismissal of staff when necessary
- Create a fun work environment where safety comes first
- Set the mood for the company by reflecting a positive enthusiastic tone
- Maintain appropriate staffing schedule for efficient operation keeping safety at the forefront. Always looking ahead to anticipate needs for staffing and resource allocation
- Help with the development of new and innovative programming
- Oversee supervisors and ensure they are completing assigned work
- Staff Development, Training & Scheduling
- Assist in the training program alongside current training staff
- Oversee Supervisor's role with coordinating and planning for large group programs
- Makes sure that all staff do their jobs and tasks in an accurate and timely fashion
- Work with our HR resource team to ensure ZipZone is compliant with state and Federal employment law

Finance & Operations

- Responsible for keeping overhead (staffing, supplies, maintenance) at target levels or better so profit margin is improved
- Makes sure that daily details of office run smoothly
- Coordinate with bookkeeper and provide them with the information they need
- Oversee staff payroll process (the payroll process is coordinated by the Office Manager)
- Make sure all transactions reconcile and the POS system is being used appropriately
- Make recommendations on adopting technology to improve efficiency and lower cost of operations

A successful candidate will be able to demonstrate they excel at:

- Managing an outdoor recreation business
- Maintaining high customer service standards
- Evaluating and improving the entire guest experience

- Growing revenue of the existing product offerings
- Working in a fast-paced environment
- Utilizing professional communications skill at all times
- Implementing change to improve the course operations
- Being business minded with eye on bottom line
- Look at operations with a critical eye always trying to improve

Other Job requirements:

- Must be available to work weekends
- Bachelor's degree preferably in recreation or similar field or High School graduate with five or more years of experience in the outdoor, adventure and business background
- Previous experience outdoor recreation or education preferred
- Prior supervisory experience
- Friendly and passionate about working in outdoor adventure recreation industry
- Exhibits a high level of energy and ability to follow through with tasks without supervision
- Very good at communicating to guests & staff in a confident manner
- Well organized, able to juggle multiple activities and detailed oriented
- Works well with staff
- Comfortable working with people of all ages and backgrounds
- Physically able to perform the functions of all staff working on the Canopy Tour and Adventure Park
- Ability to complete and pass the training for both programs
- Excellent critical thinking and problem solving skills with a high level of creativity
- Ability to analyze data and make recommendations that have a positive financial and operations impact
- Comfortable using computer including Microsoft Office applications and internet based programs
- Comfortable using general office equipment including computers, phones, printers, cash register etc.

Compensation:

- Full time salaried position
- Paid time off
- Benefits package
- Performance Bonus
- Continuing Education
- Salary range \$45,000 - \$58,000