

ZipZone Canopy Tours

Job Title:	Office Manager	Job Category:	Supervisor
Fax or E-mail: Please email lori@zipzonetours.com Or Fax: 888-557-3309		Mail: ZipZone Canopy Tours attn: Human Resources PO BOX 341611 Columbus, OH 43234	
Job Description			
<p>We are looking for a positive energetic individual ready to oversee the ZipZone office including staff schedules and part time customer service staff. Must be an energetic person and be willing to work with guests and guides in an adventurous environment. While this is an office based position, candidates should be willing to work outdoors in all types of conditions and stay happy when working with guest and co-workers.</p> <p>Job Purpose:</p> <p>Run the office, create staff schedules and some sales at the ZipZone Canopy Tour in Columbus, Ohio.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Office duties as needed including answering phones and signing in guests. • Create guide and office staff schedule including approving schedule switching • Review staff time card info and make changes as needed • Create and refine documents needed to run the office • Manage staff personnel files • Provide excellent customer service • Work with the Tour Supervisors to resolve any issues or needs of the tour • Be responsible for cleaning and organizing guest check in areas • Assist in hiring of new office staff • Supervise office staff • Troubleshoot and assist with guest reservations • Help with updates to social media pages • Some sales including marketing to local hotels, schools and other groups <p>Skills/Qualifications:</p> <ul style="list-style-type: none"> • Must be a minimum of 18 years old • High school graduate, some college a plus • Should be energetic and customer service oriented • Speak, read and write fluent English • Family and kid friendly • Some management experience a plus • Tech savvy and able to use Microsoft Office products • Able to work in an unsupervised environment without direct leadership 			