



ZipZone Outdoor Adventures

Job Description

Job Title: Reservation Specialist
Reports to: Reservation Supervisor
Job Category: Administrative

General Responsibility: Responsible for handling front office reception and administration duties, including greeting guests and checking them in, answering phones, handling company inquiries.

Education/Know How:

Act as a customer service representative at ZipZone Outdoor Adventures.

- Problem-Solving Skills
- Current CPR and first Aid certifications (preferred)
- Ability to relate to one's peer group
- Good character, integrity, and ability to adapt to an outdoor setting.
- Ability to accept guidance and supervision.
- Enthusiasm, sense of humor, and patience and self-control.
- Must be a minimum of 18 years old
- High school graduate
- Should be energetic and customer service oriented
- Computer literacy is a must
- Speak fluent English, multi lingual is a bonus
- Must be able to work weekends
- Family and kid friendly

Specific Responsibilities:

- Answer guest's questions both in person and on the phone
- Answer phones and check in guests
- Take reservations
- Provide accurate availability information
- Provide excellent customer service
- Work with the supervisors to resolve any issues or needs of our guests
- Organize gear and storage areas
- Clean and organize guest check in areas

Physical & Mental Demands:

- Ability to lift 40 lbs.
- Position requires ability to walk around the rough terrain of ZipZone Outdoor Adventures
- Able to stand/move without sitting for four to five hours at a time
- Able to handle all emergency situations that may arise

Essential Functions:

- Ability to communicate and work with individuals or groups participating activities.
- Visual and auditory ability to identify and respond to environmental and other hazards related to all activities.
- Ability to communicate and follow safety regulations and emergency procedures.
- Ability to observe guests and enforce appropriate safety.
- Ability to identify and respond to hazards, weather emergencies, etc.
- Ability to plan, conduct, and supervise activities and programs for groups of 8 - 12 people.

Other Duties:

- Perform other duties as assigned by supervisors.

Schedule:

- This is an hourly, seasonal position—generally 35-40 hr/week. A limited number of part-time, weekend-only positions are available for full-season candidates only. Preference is given to full-time, full season candidates.
- Candidates should have a flexible schedule with both weekday and weekend availability. Seasons typically run from March through November
- Candidates that are available for the full season are highly preferred, and will be considered first for any extra winter, off-season hours that may become available.
- Candidates interested in Summer-only positions must be available for the full summer season—weekends and holidays are required.
- *Please note that hiring for the full season begins in February/March; hiring for summer-season only staff begins in late-April.

I have reviewed the above job description and agree to the terms herein. Nothing in this job description restricts management to assign or reassign duties and responsibilities to this job description at any time when deemed necessary by the ZipZone Outdoor Adventures.

Employee

Date

General Manager

__January 16, 2018__
Date

ZipZone Outdoor Adventures promotes an equal employment opportunity work place which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your supervisor should you have any questions about this policy or job duties.

Nothing in the job description restricts management's right to assign or reassign duties and responsibilities to this job at any time nor does it cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Job descriptions should never be misconstrued as an employee contract. All employees are "at will."