



ZipZone Outdoor Adventures

Job Description

Job Title: Reservation Supervisor
Reports to: General Manager
Job Category: Administrative

General Responsibility: Responsible to organize and coordinate administration duties and office procedures. Your role is to create and maintain a pleasant work environment, ensuring high levels of organizational effectiveness, communication and safety.

Education/Know How:

Act as a customer service representative at ZipZone Outdoor Adventures.

- Knowledge of office administrator responsibilities, systems and procedures.
- Proficiency in MS Office (MS Excel and MS Outlook, in particular)
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills in a fast-paced environment
- A creative mind with an ability to suggest improvements
- Current CPR and first Aid certifications (preferred)
- Good character, integrity, and ability to adapt to an outdoor setting.
- Ability to accept guidance and supervision.
- Enthusiasm, sense of humor, 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

Specific Responsibilities:

- Serve as the point person for front desk duties including: supplies, errands, shopping.
- Maintain the office condition and arrange necessary repairs.
- Organize office operations and procedures.
- Coordinate with IT department on all office equipment.
- Ensure that all items are invoiced and paid on time.
- Provide general support to visitors.
- Assist in the onboarding process for new hires.
- 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.
- Candidates should have a flexible schedule with both weekday and weekend availability. Season typically run from March through November.

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."