



ZipZone Outdoor Adventures Job Description

Job Title: Reservation Specialist

Reports to: 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
- 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
- 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 20 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 20-40 hr/week. A limited number of part-time, weekend-only positions are available for full-season candidates only.
- 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.

Starting Pay: \$12/hr

ZipZone Outdoor Adventures promotes an equal employment opportunity, where all are welcome.