

Job Title: Reception and Guest Services Team Member

Reports to: Manager/ Assistant Manager

Contract: We have a variety of start dates and contract lengths throughout our season, which

runs from April until November

Location: Various parks in Ontario

Treetop Trekking is looking for enthusiastic individuals who love interacting with the public in a fun environment to join our team. As a member of our Reception and Guest Services Team you will work in an office setting to help guests plan their next adventure at our parks and welcome them upon arrival to ensure their visit starts off on the right foot.

## Why you will love this job:

- > You get to spend your days in a fun, energetic environment as part of a close-knit and welcoming team
- > Your number one job is putting smiles on the faces of our guests
- > We offer flexible hours and a wide range of responsibilities
- > You can enjoy perks like visiting all our parks whenever you want, and sweet discounts at other top attractions around Ontario
- > No experience? No problem. We provide all of the training you need
- > There is great opportunity for promotion and career advancement

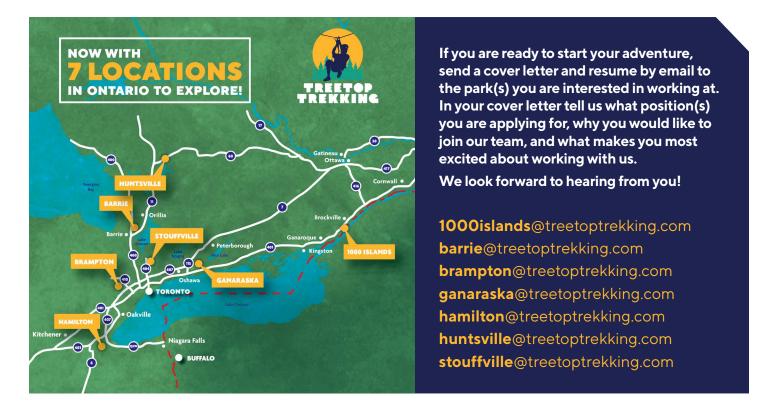
## Who we are looking for:

- You are energetic and love interacting with the public
- > You understand the importance of providing excellent customer service
- you love being part of a hard-working team, and bring a positive attitude with you wherever you go
- > You have great communications skills and enjoy helping people
- You enjoy talking on the phone and doing computer work
- > You have strong decision making and problem-solving skills
- You are ready to work in a fast-paced environment
- > It is an asset if you have customer service, office administration or sales experience
- You are available weekdays and weekends
- > Must be at least 16 years of age



## Responsibilities:

- > Provide exceptional customer service to guests from the moment they arrive until the moment they leave
- Greet customers as they arrive on the site, and check them in for their activities
- You will become a wealth of knowledge about our parks and activities so that you can answer questions and deliver information over the phone, by email, and in person
- > You will help customers to book reservations over the phone and on the computer
- > You will assist Guides to outfit customers with harnesses and helmets
- You will help with the daily operations of the office: Answering phones, selling merchandise, processing payments, processing orders, checking customers in for their activities, keeping the office clean and tidy inside and out
- > Help ensure the safety of our guests and your co-workers
- > Work with other team members to create a positive and cohesive work environment



We thank all candidates for their interest, however only qualified candidates will be contacted for an interview.