

Start your adventure career

Join our team as a

RECEPTION AND GUEST SERVICES TEAM MEMBER



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



If you are ready to start your adventure, send a cover letter and resume by email to the park(s) you are interested in working at. In your cover letter tell us what position(s) you are applying for, why you would like to join our team, and what makes you most excited about working with us.

We look forward to hearing from you!

1000islands@treetoptrekking.com

barrie@treetoptrekking.com

brampton@treetoptrekking.com

ganaraska@treetoptrekking.com

hamilton@treetoptrekking.com

huntsville@treetoptrekking.com

stouffville@treetoptrekking.com

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