

Make your passion for
the outdoors a career

Join our team as a
PARK MANAGER



Job Title: **Treetop Trekking Park Manager**
Reports to: **Director of Operations**
Contract: **Full-time Permanent - Year Round**

Treetop Trekking is looking for an enthusiastic individual who is looking for a full-time year-round position within a rapidly growing company. The park manager is responsible for overseeing all aspects of the park's operation including human resources, marketing, sales, maintenance and more. We are looking for people with strong communication skills and an outgoing personality that strive to exceed expectations.

The park manager will be supported by the Ontario management team as well as an assistant manager.

Why you will love this job:

- › You get to spend your days outside in nature working with a close-knit and welcoming team
- › We offer a stable full time career opportunity
- › Your number one job is putting smiles on the faces of our guests
- › We offer competitive wages with a benefits program
- › We offer a fun and supportive work environment with flexible hours
- › You can enjoy perks like visiting all our parks whenever you want, and sweet discounts at other top attractions around Ontario
- › You will receive cool technical skills training
- › There is great opportunity for promotion and career advancement

Who we are looking for:

- › You are a natural leader who likes to create a fun and supportive work environment for your team
- › You are energetic, love interacting with the public, and providing excellent customer service
- › You love being part of a hard-working team, and bring a positive attitude with you wherever you go
- › You don't mind getting your hands dirty, and working rain or shine
- › You can perform light physical work such as lifting, bending, and climbing for long periods of time
- › You have or are willing to get your First Aid and CPR certification
- › It is an asset if you have experience working in outdoor education or guiding
- › You are at least 21 years old



Responsibilities as a Manager:

Human Resources

- › Promote a positive and secure work environment, monitor staff morale and boosting morale when needed
- › Retain and control adequate staff numbers through low and high season
- › Oversee staff interviews, hiring, evaluations, training and discipline
- › Staff Scheduling
- › Aid in organizing the year end gathering of staff
- › Ensure payroll responsibilities are completed accurately and on time

Sales and Marketing

- › Responsible for building relationships within the community
 - Chamber of Commerce/Boards of Trade, Destination Marketing Organization
 - Host 1 event at your park
- › Maintain constant communication with the marketing director to participate in local advertising opportunities
- › Monitor the daily, weekly and monthly sales, and make projections for staffing and other resources
- › Time slot management
- › Ensure your team is providing the best customer service experience possible

Accounting

- › Ensure the POS and Bookeo balance every day
- › Ensure your staff, call centre etc. are using the reservation system accurately
 - Gift Cards
 - Season Passes
 - Group Sales
 - Onsite sales (merch, food)
 - Special groups
- › Ensure all purchases are within the budget

Operations

- › Ensure rules and regulations are being met or exceeded
- › Oversee the daily operations of the park
- › Address any customer complaints or concerns
- › Report and ensure resolution of all maintenance needs on the property
- › Ensure all health and safety regulations are being met (including a monthly meeting)
- › Participate in weekly Teams meeting with the Ontario Management Team
- › Maintaining a relationship with our property owners

If this sounds like a good time to you, please send your cover letter and resume to jamie@treetoptrekking.com