



Do you crave adventure? Do you love working outside? Would you rather look forward to coming to work every day instead of dreading getting up to your alarm in the morning? Well then you need to come join our tribe. Treetop Trekking is looking to hire fun, hardworking energetic individuals who have a passion for the outdoors, people and adventure for our 2019 season. If you love working with people and having new experiences every day then you need to join our team at Treetop Trekking and Unleash the Adventure Inside!

Job Description

Position Title: Reservation Staff

Reports to: Manager/ Assistant Manager

Start Date: Variety of start dates.

Summary of Position

As a reservation staff you are the first person our customers will meet and see. You are responsible for helping run the office, taking reservations and checking customers into their climbs. We climb rain or shine so you must be willing to be outdoors regardless of weather.

Qualifications:

- Current First Aid and CPR.
- Must be comfortable speaking in front of large groups and interacting with a diverse clientele (Families, school groups etc.)
- Must demonstrate excellent team work skills, decision making skills and stay flexible
- Must be comfortable working rain and shine, and on weekends/holidays
- Must be able to perform the physical aspects of the job (lifting, bending, standing, climbing for long periods of time)
- Strong interpersonal and communication skills
- Must be able to work independently, take initiative and able to work in fast paced work environments
- Experience in customer service, office administration or sales is an asset
- Working towards a University or College degree in a related field is considered an asset
- Must be at least 16 years of age

Responsibilities as a Guide:

- Greet customers as they arrive on the site, answer questions about reservations and the course
- Answer inquiries and deliver information over the phone
- Book reservations for customers
- Outfit customers with harnesses and helmets
- Oversee the daily operations of the office: Answering phones, selling merchandise, processing payments, processing orders and checking customers in for their climb, insuring all climbers meet Treetop Trekking age, height and weight requirements
- Guide customers through course orientations (present safety rules, climbing tips and monitor each climber's ability) if needed
- Guide customers through aerial ropes/zipline courses and ensure customer safety if needed
- Help control flow of traffic and insuring the climbs leave on time
- Follow emergency first aid protocols and be comfortable performing First Aid
- Work well with other guides to create a cohesive work environment dedicated to providing a memorable customer experience



How to apply:

- Please send a resume and cover letter to the hiring manager for one of our six sites, ganaraska@treetoptrekking.com , barrie@treetoptrekking.com , huntsville@treetoptrekking.com , stouffville@treetoptrekking.com , brampton@treetoptrekking.com, hamilton@treetoptrekking.com

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

Accommodations can be made for those individuals who are living with disabilities.