

## **TreeRunner Adventure Parks — *Position: Park Office Associate***

**Location:** West Bloomfield, Michigan

**Overview:** The Office Associate Position is responsible for handling all initial guest inquiries, booking reservations, working with group coordinators to assist in hosting group events, and handling other on-site coordination of park programs, online reservations, and office duties.

### **Position Details/Duties:**

- Primarily responsible for answering phones and emails; providing guests with basic information about park, programs, discounts and reservation information
- Handling all donation and charity requests
- Responsible for directing inquiries to the appropriate personnel
- Working with group coordinators and ground staff to greet and manage on-site reservations, events, and special requests during guests' visit
- Schedule, plan and process payments for group reservations
- Responsible for ensuring that reservations are not double-booked, that appropriate spaces are reserved, special requests are properly indicated and managed, and that all major events or reservations are directed to the appropriate supervisors
- Provide on-site assistance for park events, major reservations, and special promotions
- Assist with harnessing, cashiering, and other park duties as business requires
- Assist with creating and distributing flyers, brochures, and other materials to promote events, programs, and special events
- Assist with online orders, season passes, and promotional item inventory.

### **Requirements:**

- Must possess an extremely outgoing, friendly disposition and professional demeanor always
- Must enjoy working in an office environment—this is not an outdoor park position
- Ability to multitask and effectively manage multiple projects simultaneously
- Must be extremely organized, and able to self-manage with little direction
- Must be able to meet deadlines
- Ability to remain calm under pressure and to handle difficult situations professionally
- The ideal candidate will be a quick and independent learner, able to pick up things on the job and quickly adapt to new situations on their own
- Must have exceptionally strong customer service skills, as well as clear and effective communication skills -must love working with people of all ages and abilities
- Must have excellent writing skills, grammar, and spelling
- Must be able to effectively assess and analyze guests' needs, and provide an exceptional level of service

- Must have strong computer skills and technological aptitude—experience with Publisher highly preferred
- The ideal candidate will have a flexible schedule, ability to work during the height of the season as business demands
- Candidates with additional experience/background in the following areas are preferred: travel/tourism, service industry, sales, event planning, outdoor adventure facilities, and customer service.
- Must be 18 years or older to apply
- Must have at least 1 year of office associate experience

#### **Schedule:**

- This is an hourly, seasonal position—generally 30-40 hr/week. Preference is given to full-time, full season candidates. Off-season work may become available, but is not guaranteed, and is assigned based on performance.
- Candidates should have a flexible schedule with both weekday and weekend availability.
- There is a mandatory training session (2-5 days) required for all candidates.

#### **How to apply:**

**Are you the right fit for a fun and exciting entry-level position within the Adventure industry? If you are energetic, outgoing and hard-working, with a passion for active adventure and working with people, there are a few ways you can apply to join our exciting company!**

- Please visit the park website employment page and complete an application
- Email your application, resume, and cover letter to park hiring manager directly
- Stop by the park office Mon-Fri and pick up an application, or drop off your resume in person!