

Position Descriptions for Seasonal Jobs at the Adventure Park

Park Hosts:

- Greets all guests and groups
- Manages on site waiver systems and guest check in
- Cashiering, store merchandising/stocking other point of sale functions
- Operates ticketing systems
- Manages wait lists
- Answers off peak telephone calls
- Grounds work and lite maintenance
- Janitorial duties
- Clerical projects
- Assist guests (verbally and physically) as needed on aerial courses, platforms and ladders
- Organized, polite, enthusiastic
- Park tours and marketing duties
- Behaves in the most professional and appropriate manner
- Assists with all park events and activities
- Treats every customer like a superstar

Park Monitors:

- Daily course inspections
- Harnessing guests, working with all customer gear
- Provides customer safety instructional briefings
- Mentors customers on practice courses and all aerial courses
- Assist guests as needed on aerial courses, platforms and ladders

Park Monitors Continued:

- Monitors all customer activities within the park
- Fairly applies all park rules and course guidelines
- Grounds work and lite maintenance tasks
- Receives extensive safety training (must then test out/certify)
- Assist with all park events and activities
- Behaves in the most professional and appropriate manner
- Treats every guest like a superstar

Office Associates:

- Operates call center phones and emails
- Fulfills a sales role within overall campaign including assigned duties and tasks
- Follows preset methods and techniques for sales, customer service and feedback
- Develops design pieces to market and promote park events, sales and promotions
- Understands and can describe all park processes, programs, events, policies and any current promotions/specials, etc.
- Assists other business staff with cross over tasks
- Give precise driving directions over phone, email and web

Office Associates Continued:

- Handle all group reservations from phone inquiry to facility preparations
- Operate and troubleshoot point of sale, waiver systems and IT concerns
- Group check in and greeting
- Store Merchandizing, stocking and inventories
- Monitor social media channels
- Prepare group and customer add on packages
- Park tours and advocacy
- Administrative tasks as assigned
- Excellent time management skills
- Organized, polite, enthusiastic
- Behaves in the most professional and appropriate manner
- Treats every customer and contact like a superstar



The Adventure Park at West Bloomfield, Michigan

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The
Adventure Park™
AT WEST BLOOMFIELD, MICHIGAN