



POSITION DESCRIPTIONS & QUALIFICATIONS FOR SEASONAL JOBS

GUEST SERVICES:

- Enthusiastically greets all guests
- Operates computers and handheld devices
- Manages on-site reservation and waiver systems and the guest check in process
- Provides accurate information to enhance the guest's experience
- Cashiering, store merchandising, stocking other point of sale functions
- Maintains merchandise and visual standards
- Answers off peak telephone calls
- Grounds work and light maintenance
- Janitorial duties
- Clerical projects
- Organized, polite, and welcoming
- Park tours and marketing duties
- Behaves in a professional and an appropriate manner
- Assists with all park events and activities
- Treats every guest like a superstar

PARK MONITORS:

- Daily course inspections
- Harnessing guests, working with all customer gear
- Provides customer safety instructional briefings
- Mentors customers on practice stations and all Aerial and Junior Park trails
- Assist guests as needed on aerial trails, platforms, and ladders
- Monitors all customer activities within the park
- Fairly applies all park rules and course guidelines
- Grounds work and light maintenance tasks
- Receives extensive safety training (must then test out/certify)
- Assists with all park events and activities
- Behaves in a professional and an appropriate manner
- Treats every guest like a superstar

RESERVATIONISTS:

- Responsible for call center communications
- Fulfills a sales role within overall campaign including assigned duties and tasks
- Follows preset methods and techniques for sales, customer service, and feedback
- 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 the phone, email, and web
- Process all group reservations from phone inquiry to facility preparations
- Monitor social media channels
- Park tours and advocacy
- Administrative tasks as assigned
- Excellent time management skills
- Organized, polite, and enthusiastic
- Behaves in a professional and an appropriate manner
- Treats every guest like a superstar



TreeRunner West Bloomfield Adventure Park
6600 West Maple Road
West Bloomfield, Michigan 48322
ManagersWB@TreeRunnerParks.com

All candidates must apply with a resume and an employment application. Email employment documents to ManagersWB@TreeRunnerParks.com