



Reception Wiz

P/T & F/T Available Late June to Early September

At ValleyZip we treat our team members as the driving force of this organization. We offer a fun and enjoyable outdoor environment for you to build strong skills in the aerial park industry. With competitive wages and a ton of staff perks, you'll create memories for a lifetime.

Job Brief

The Reception Wiz is the 1st point of contact for our guests and an integral part of our team. You'll be welcoming our guests as they arrive on-site and assisting them through the Check-In Process and the Booking Process. You must have strong customer service skills and be able to manage large groups at a time while keeping them organized for their upcoming activities.

Responsibilities

- Answers calls, respond to online chat request and build bookings
- Take payment from guests and balance your cashouts at the end of the day
- Ensure waivers are signed and filled out properly
- Describe the activities to guests and answer any questions they have
- Keep the tour time schedule up to date and keep the guides informed of any important details about their upcoming tours

Requirements

- Previous customer service experience is an asset
- Friendly demeanor and able to easily chat with others
- Able to manage guests and the phone lines simultaneously, while providing a high degree of professionalism and service to our guests
- The candidate must have strong leadership, communication, and problem-solving skills. Able to foster teamwork and work well in high-pressure situations. Organizational skills are a must in this role and experience with Booking Software and Excel are an asset.