

Reservations

Position Description

Reservationists provide customer service, answer phone calls and emails regarding reservations, and gift shop sales. All candidates must share our philosophy of excellent customer service, and our focus on excellence and safety. Applicants must have a positive attitude, strong work ethic, and good communication skills.

Summary of Essential Job Functions

- Provides excellent customer service to all guests of Flying Rabbit Adventures
- May conduct participant ground school and pre-screening
- Assist with online or over the phone reservations
- Restocking and managing inventory for the gift shop
- Running the cash register customer sales
- Facilitates guests' experience as they finish off their experience
- Attends ongoing trainings and team meetings throughout the season

Qualifications

- High School diploma or equivalent
- Previous retail experience preferred (although initial training is provided)
- Strong customer service skills preferred
- Current CPR and First Aid certification (Preferred)
- Ability to communicate and work as an effective team member
- Ability to speak in front of large groups effectively
- Ability to work long hours and irregular shifts in a multi task environment
- Speaks fluent English and uses cordial manners
- Dependable, responsible, reliable, and able to take directions as needed

Physical Abilities Required

- This position may require walking and standing for long period of times
- Must be able to lift 50 lbs.
- Must be able to work outdoors in hot & cold weather
- Hike 200 yards uphill without assistance

Job Specifics

Work Schedule

- Must have a flexible schedule with full availability on the weekends and all holidays.
- Reservationists are classified as part-time employees.
- Scheduling priority is determined by both employee availability and performance.
- The final work schedule for each day will be updated the previous afternoon.

- A schedule of guaranteed days off will be made in advance.

Wages and Benefits

- Wages are earned by the hour.
- Income based on position
- Promotions and increases in pay are based on performance.