

## Adventure Coordinator



**Park location:** Treetop Quest Philly, 51 Chamounix Drive, Philadelphia, PA 19131

**Experience required?** Yes

**Compensation:** \$14/hour + potential for tips

**Employment type:** Seasonal/part-time

**MANDATORY TRAINING DATES:** TBD

**Apply online at:** <https://www.treetopquest.com/join-our-team/>

### Position Overview

Treetop Quest Philly is an Aerial Adventure Park combining obstacles and zip lines high in the treetops! The Adventure Coordinator is the first person clients interact with and so they are a key employee, reflecting our company's image and culture. They are expected to understand and work closely with the Front Desk, in addition to coordinating group reservations, same day reservations and outreach and communication efforts. Excellent communication, customer service, time management and organizational skills are required.

We are seeking independent, motivated and professional individuals to join our team. Our schedule is as follows:

- Weekends & holidays from March through November
- Daily during the summer

### Responsibilities

- Greet and acknowledge all clients to ensure a positive experience
- Answer client questions via phone and email in a timely and professional manner
- Coordinate and book group reservations
- Follow up with groups in advance of their trips to confirm information and that all necessary forms are completed
- Process payment by cash, check, credit card, certificates, etc.
- Maintain client databases
- Follow up with previous clients and find new leads to generate sales
- Address customer complaints & immediately refer to manager in charge
- Respond to inquiries on company social media accounts
- Possibility of attending events to promote Treetop Quest
- Fulfill donation requests at the direction of the Operations Manager

### Requirements

- Must be 18 and older
- Outgoing personality, good communication skills, excellent team player
- Patient and able to communicate effectively with groups of kids as well as adults
- Strong sense of professionalism and courtesy
- Must be able to manage time and prioritize tasks autonomously
- Strong organizational & prioritization skills
- Basic computer skills
- Must have reliable transportation
- Strong commitment to safety
- Previous customer service experience is a plus
- Must have flexible availability (including weekends, evenings, holidays).

Please do not apply if you do not meet the above qualifications. Only candidates being considered will be contacted.