



## Assistant Operations Manager

**Park location:** Treetop Quest Gwinnett, 2020 Clean Water Drive, Buford GA 30519

**Experience required?** Yes

**Compensation:** Salary plus benefits. 2 weeks paid vacation.

**Employment type:** Full Time

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

### Position Overview

Treetop Quest is an Aerial Adventure Park combining obstacles and zip lines high in the treetops! The Assistant Operations Manager is a vital role for the daily operations of the park. He/she oversees and manages the daily activities of the park, develops effective methods of improving the company's operations, and reports directly to the Operations Manager.

### Responsibilities include but are not limited to:

#### **Human resources:**

- Manage and evaluate staff under the direction of the Operations Manager and assist with hiring and training.
- Modify staff schedules based on park needs.
- Serve as a positive leader for the team and assign tasks to staff members appropriately.
- Attend necessary professional development training.

#### **Sales, marketing, communication:**

- Have a firm understanding of clients and industry in order to improve services.
- Possibility of attending conferences and events to promote the company.
- Respond to inquiries on company social media accounts.

#### **Operations, maintenance and development:**

- Effectively and appropriately communicate park needs and concerns to supervisors and staff
- Responsible for overall customer experience and satisfaction.
- Oversee park opening and closing
- Address customer complaints promptly and professionally
- Manage and coordinate group reservations outside regular hours of operation
- Facilitate smooth operations by stepping into various staff roles as needed, including the Operator and Adventure Coordinator roles.
- Daily financial and operational reporting to Operations Manager
- Calculate payments received & reconcile with total sales & items at the end of the day
- Oversee the inspection of equipment/courses and maintain accurate databases.
- Ensure satisfactory appearance upkeep of grounds and equipment.
- Suggest improvements to park operations and design.

**Safety, environment and quality:**

- Maintain the company, industry and local standards regarding safety, the environment and service.
- Manage risk across all aspects of park operations
- Enforce park regulations

**Requirements:**

- Educational background in management or recreation
- OR, if no education in management, 1 year of management experience
  - Management experience in aerial parks or zip tours is highly preferred
- Excellent verbal and written communication skills
- Comfortable working at height
- Proficient in Microsoft Office and ability to learn other programs quickly
- Organized, meticulous and able to manage time effectively
- Ability to work well independently
- Strong sense of professionalism and courtesy
- First Aid and CPR certifications (can be completed upon hiring)
- Must be able to work outdoors for long periods of time in diverse and adverse weather conditions
- Able to pass pre-employment background check
- Capable of moderate physical activity including standing, walking, reaching, climbing, and lifting weight in excess of 40 pounds; able to visually identify safety hazards.

**Work Schedule & Conditions**

- Must be able to work most weekends and holidays