



Rope Runner Aerial Park –Guest Services Representative Position

Rope Runner overview:

Rope Runner is Squamish’s newest and coolest activity and attraction. This adventure aerial park is 4 storeys tall and consists of 50 aerial challenges for all skill levels. Guests are playing at height within a safe environment while pushing their own limits and creating their own high wire adventure.

We’re looking to hire an outgoing customer service all-star to undertake all front desk, reservation and clerical duties. You will also serve as the face of the company as you will be interacting with current and prospective guests who will be coming to you to check-in or to ask questions and enquire about Rope Runner Aerial park.

Job Duties

- ✓ Assist with customers enquiries, bookings and check in and
- ✓ Monitor e-mails, phone calls and help desk chat line.
- ✓ Sell tickets, collect fees from customers and operate point of sale system.
- ✓ Provide information about products, promotions, facilities and rules and regulations.
- ✓ Ensure Guest session starts on time and within schedule.
- ✓ Record details of attendance, sales, receipts, reservations and perform daily reconciliation
- ✓ Help maintain equipment and facility.

Requirements

ESSENTIALS

1. Prior administrative experience and ability to handle cash and credit card transactions.
2. Intermediate computer proficiency, with ability to use Microsoft Office Suite.
3. Punctual, trustworthy and able to work independently with minimal supervision.
4. Excellent interpersonal, communication and customer service skills.
5. Capacity to demonstrate attention to detail and to follow guidelines.
6. Good problem-solving skills

GOOD TO HAVE, BUT NOT MANDATORY

1. Previous retail cashier or sales experience
2. Experience in the Tourism Industry
3. Social media marketing



4. Familiarity with online booking systems
5. First Aid certification

Wage/Benefits:

- \$15 - \$16/hour (experience dependent) + Season pass
- Discount for friends and family tickets
- FUN work atmosphere in a unique, outdoor environment
- Full-time, Part time and Casual positions available.
- All of our positions are seasonal at the moment, from April 9 - October 31.

If you think you are a good fit for this position please send your resume to:

jp@roperunnersquamish.com

We thank all that apply, however only those selected for an interview will be contacted. Posting will be closing on March 10, 2019

Rope Runner Inc. is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, or any other status protected by applicable law.