



Rope Runner Aerial Park – Sales and Guest Services Supervisor 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 at their own pace.

We're looking to hire an outgoing Sales and Guest Services all-star to supervise sales, business development, front desk, reservation and clerical duties. You will be overseeing the Guest Services Team and work closely with the Operations Manager to ensure smooth daily operations.

You will also serve as the main voice of the company as you will be interacting and dealing with different Partners and Client Groups such as Tour Operators, Concierges, Local stakeholders, Destination Management companies, Educators, Tourism Organization and more.

Job Duties

- ✓ Supervise and provide training, leadership, direction, coaching & performance feedback to the Guest Services team
- ✓ Ensure that all service expectations and standards are being maintained throughout Guest Services and follow up with guest feedback and issues in a timely manner
- ✓ Ensure that the proper procedures are followed for opening and closing operations, as well as the POS system, money handling, reconciliation of daily receipts and funds.
- ✓ Be knowledgeable and up-to-date on all products, company policies and procedures, discount and promotional programs
- ✓ Develop and implement plans to maximize sales and meet or exceed goals and objectives
- ✓ Improve and overview group sales procedures and strategies, such as school groups, birthday parties, summer camps, tour groups and corporate team building
- ✓ Create and manage newsletter and blog content
- ✓ Organize FAM Tours
- ✓ Liaise with Re-sellers and reconcile sales weekly
- ✓ Assist the Operations Manager with scheduling, payroll and administrative tasks
- ✓ Act as Guest Services Representative as needed and assist with customers enquiries, bookings and check in

Requirements

ESSENTIALS

- One year of previous experience in the tourism industry and sales and customer service



- Strong organizational and time management skills and be able to effectively manage multiple tasks and priorities
- Ability to work independently, professional in your approach, trustworthy with a positive attitude
- Proven strength in problem solving and ability to make swift decisions
- Proficient administrative and computer skills including Microsoft Office Suite and capacity to learn new systems and applications quickly
- Excellent written and spoken English communication and interpersonal skills
- Flexible to work varying hours/days as business needs dictate
- Must be legally eligible to work in Canada as of April 1.

GOOD TO HAVE, BUT NOT MANDATORY

- Completion of business, administration and/or tourism program or degree
- Experience with Social media marketing
- Previous experience with computerized sales/reservations systems
- Previous experience with climbing equipment like ropes and harnesses
- First Aid & CPR certification

Wage/Benefits:

- Salary based on experience + Transferrable Season pass
- Discount for friends and family tickets
- FUN work atmosphere in a unique environment
- 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.