



Assistant Operations Manager

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

Experience required? Yes

Compensation: Salary plus benefits. 2 weeks paid vacation.

Employment type: Full Time

MANDATORY TRAINING DATES: January 14th through 25th at Atlanta, Georgia HQ.

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 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 start mid-January 2019
- Must be able to work most weekends and holidays
- **MANDATORY TRAINING DATES:** January 14th to 25th at Atlanta, Georgia HQ.