

## Front Desk Agent



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

**Experience required?** No;

**Compensation:** \$11/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 is an Aerial Adventure Park combining obstacles and zip lines high in the treetops! The Front Desk Agent is the first person clients meet and so they are a key employee, reflecting our company's image and culture. They are responsible for client check-in, concession sales, and responding to client questions via phone and email. Excellent communication and customer service skills are required.

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

- Weekends & holidays from March through November
- Daily during the summer
- Weekday group reservations during the Spring and Fall

### Responsibilities

- Greet and acknowledge all clients to ensure a positive experience
- Check in clients including individual and group reservations
- Answer client questions via phone and email in a timely and professional manner
- Identify correct price of service & tabulate bills using the point of sale system
- Process payment by cash, check, credit card, certificates, etc.
- Maintain client databases
- Ensure participant waiver of liability is correctly completed and signed
- Address customer complaints & immediately refer to manager in charge
- Assist as needed to equip, coach and advise participants
- Enforce park regulations
- Possibility of attending events to promote Treetop Quest

### 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
- 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.