

Park Host – NO CLIMBING NECESSARY FOR THIS POSITION

Frankenmuth Aerial Park

\$14/Hr - \$16/Hr

Overview: Park Hosts are the first point of contact for our guests when they arrive at the park. It is critically important that the park host is socially engaging and has a welcoming personality. Park Hosts are responsible for answering guest's questions about how to use the park and its' hours of availability. Park Hosts are responsible for answering telephone calls that come into the park and making new reservations or editing existing reservations upon the request of our guests. In addition, Park Hosts are cashiers in the retail store of the park and monitor inventory of retail products sold in the store.

Position Details/Duties:

- Hosts are responsible for greeting guests and providing general park information and direction.
- Responsible for assisting guests with making initial reservations or editing existing reservations.
- Hosts are responsible for answering telephone calls and answering general questions about the park or placing/editing reservations.
- Hosts must be able to explain the age/skill appropriate courses/attractions at the park.
- Hosts are responsible for guest service operations, including cashiering, retail stocking and ticket sales.
- Hosts operate the Flybook software system for placing/editing reservations and entering guest-specific information that the Park Manager needs to be aware of.
- Hosts are responsible for keeping the retail store and all its contents clean.
- Hosts communicate with Park Monitors when guests arrive and when they send guests to harnessing stations.
- Hosts help to keep the parks grounds clean and well maintained.
- Hosts perform daily cleaning and janitorial duties in and around the exterior of the retail store.

Requirements:

- Must have dependable transportation to work scheduled shifts
- **Park Host must possess a friendly disposition and professional demeanor at all times.**
- Must have attention to detail be very professional while speaking with guests either face-to-face or on the telephone.
- Must have a passion for helping people and have a cheerful disposition.
- **Must be have regular weekend and holiday availability. Ideal candidates will also have flexible weekday availability and be able to commit to the full season.**
- Must be reliable with strong work ethic and personal integrity.
- Hosts must have strong computer skills and be able to fluidly operate the software used to place reservations.
- Must have strong communication skills and a kind, patient approach to working with people.
- Must be able to look at their environment around them, see what needs to be done and take action to perform duties without supervision!
- **Must be positive person with a good attitude—smiles are a must! As all positions include customer service, appearance and hygiene must comply with company standards.**

- Must have above-average telephone skills and have a professional disposition when communicating with guests on the telephone.
- **Must be a team-player who enjoys working in a team environment and works well with others.**

This is a great, entry-level position with a fast-growing company within the exciting outdoor adventure industry! Lots of fantastic perks, fun people, and room to grow within the company!

Interested candidates should send application for employment and resume to manager@zipandclimb.com.

As an equal opportunity employer, The Frankenmuth Aerial Park does not discriminate in hiring or terms and conditions of employment because of an individual's race, color, gender, sexual orientation, genetic disorder, age, religion, disability, national origin, marital status, or any other characteristic protected by law. The Frankenmuth Aerial Park only hires individuals authorized for employment in the United States.