



## JOB POSTING

**Date:** 01/01/2021 **Expires:** 06/01/2022

### Guest Service Representative

<b>Company:</b> Colorado Adventure Center	<b>Location:</b> Idaho Springs, CO
<b>Department:</b> Guest Services, Sales	<b>Reports to:</b> Guest Service Manager
<b>Status:</b> Full/Part time, Seasonal	<b>Relevant work experience:</b> 1 year
<b>Relocation:</b> Assistance not available	<b>Compensation:</b> \$15-\$20.50/hr

This position is responsible for processing reservations both online and over the phone, checking in guests for activities, providing retail sales, and handling customer relations and inquiries. Must be friendly and outgoing, professional, and self-motivated. This is a mentally demanding position that requires teamwork, active communication, and thoroughness.

#### Essential Duties:

- Capturing accurate sales for reservations, activities, and retail
- Communicating relevant information to guests, seeking confirmation
- Maintaining proficient knowledge of activities, policies, specials, and pricing
- Directing guests through check in and activity starting and ending areas
- Responding to guest inquiries and email responses
- Organizing pre-trip paperwork making detailed notes from reservations
- Cleaning office building and guest restrooms

#### Team Responsibilities:

- Attendance of team meetings and gatherings
- Ensuring team integrity including observing and communicating team performance
- Know and adhere to policies for conflict resolution
- Reading, listening, and responding to department communications
- Participation in self performance evaluations
- Know and adhere to company policies

#### Qualifications and Experience:

- 1 year of customer service experience preferred
- Basic computer knowledge/skills, proficient in Microsoft Office required
- Must be available to work during peak times, 40 hours/week (June 1-August 1)

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## What's in it for me?

- Advancement opportunities
- Activity discounts for family, friends
- Merchandise discounts
- Industry Pro-Deal applications
- Returning seasons professional development

## Dates of Employment:

- Full Time Seasonal employment starting May 2<sup>nd</sup> and ending September 16<sup>th</sup>, 2022
- Must be available Weekends and Holidays

## Pay Scale

Experience (years)	0+	3+	5+	8+	10+
Base Pay Rate	\$15/hr	\$15.50/hr	\$16/hr	\$17/hr	\$18/hr
Education (up to 4)	+.25/year	+.25/year	+.25/year	+.25/year	+.25/year
Years of Service (up to 6)	+.25/year	+.25/year	+.25/year	+.25/year	+.25/year
Total Potential Pay Rate	\$17.50	\$18	\$18.50	\$19.50	\$20.50

Pay rate increases are based on sales experience, education, years of service with our company, and are limited to the scope of customer service related fields. Potential pay is not guaranteed and rate increases require submission of pay stubs, diploma, and/or certifications. With all advancements in pay there are increased levels of expectations and performance standards.

## Sales Incentives

Sales Goal	\$30,000+	\$60,000+	\$100,000+	\$150,000+	\$200,000+
End of Season Available	Till 9/16	Till 9/16	none	none	none
Annual Bonus	\$100	\$200	\$500	\$750	\$1,000

Sales incentives are based on sales goal benchmarks and availability for scheduling through September 16<sup>th</sup>, 2022. Annual performance bonuses are earned according to total sales earnings from individual sales representatives and are awarded at end of season.

**Please submit a letter of interest and resume to Seth Teeple, GM, at [seth@coloradoadventurecenter.com](mailto:seth@coloradoadventurecenter.com). Any questions, please call 970-945-6737.**