



## Customer Service Adventure Office

<b>Organization:</b>	Crater Lake Zipline LLC
<b>Date Posted:</b>	2/1/17
<b>City:</b>	Klamath Falls
<b>Location:</b>	Oregon
<b>Country:</b>	United States
<b>Primary Category:</b>	Seasonal
<b>Education Requirement:</b>	High School / GED
<b>Wage Rates:</b>	DOE \$10.50+

We are currently looking for energetic, highly motivated, detail and service-oriented person to join our team as Seasonal **Customer Service and Adventure Sales Specialists**. We are a unique, friendly company and the people we hire have an immediate impact on the success of our company. The successful candidate will be able to work within internal policies and procedures to provide our customers the most satisfying and positive experience when scheduling their adventure and once they are onsite. Additionally, they will be able to effectively negotiate concerns, complaints and suggestions in-person and via email or phone. Applicants must be very organized, have excellent communication skills both on the phone, in writing and in person, strong word processing skills and the ability to automate customer service procedures and accurately complete order entry and administrative projects.

### Summary of Essential Job Functions:

- Answer phones and schedule trips/activities for guests while providing guest information as needed
- Work out of 3 possible locations depending on company needs, all within the Klamath Falls area
- Process retail purchases and make appropriate change
- Dust, sweep, and vacuum the retail location as needed
- Clean Bathrooms
- Greet customers and check them in.
- Take guest photographs
- Upload customer photos to online system

- Use online booking software to schedule guest adventures
- Drive UTV's with the guests up the mountain
- Assist with emergency and evacuation situations
- Adhere to all process and procedures as required by the company.
- Help load kayaks, paddle boards and other gear for tours.
- Other duties as assigned

**Qualifications:**

- Able to promptly respond to inquiries (written and verbal) and effectively communicate with customers, and internal staff
- Possess excellent computer skills (Microsoft applications, etc) and the ability to quickly learn product knowledge, new technologies, point of sale and data entry systems
- Extremely organized, reliable, and detail oriented
- Adaptable and capable of multi-tasking and thriving in a busy environment
- Able to work independently as well as within our team environment
- Able to hike at least one mile on uneven terrain in under 20 minutes
- Great with people, professional, patient and composed
- Possess a dynamic, positive and fun can-do attitude
- Must possess current first aid and CPR certification
- Must be able to adhere to a drug free workplace
- Must pass a background check before beginning work.
- Good knowledge of the Klamath Basin and outdoor adventures is preferred
- Experience in fast paced restaurant, visitor attraction or similar venue preferred.

**Job specifics:**

- Must have a flexible schedule
- Must have reliable transportation
- Seasonal positions, available April to October. Shorter seasons are available for full-time students
- Housing and transportation are not provided for this position. Please plan accordingly.

**Uniforms/ Gear:**

- Two Staff shirts will be provided and are required at all times during work hours.
- Guides are required to maintain excellent hygiene and maintain a professional appearance.

**How to Apply / Contact**

Please complete our application online and email it along with a cover letter, current resume and references to: [craterlakezipline@gmail.com](mailto:craterlakezipline@gmail.com)

Thank you