Store Manager/Office Associate Combined Position

Store Manager Overview: This is a newly-combined position that will be full-time, seasonal and that will have shared responsibility for the retail store operation as well as provide office support for group sales, individual climber needs, ticketing, and more.

The Store Manager will be responsible for every aspect of the store from food/beverage to retail merchandise to presentation and appearance. The manager will be responsible for taking inventory, pricing and tagging merchandise, receiving, folding and displaying new items, cleaning, store displays, and any display maintenance. The manager will also be semi-responsible for procuring the food and beverage and related stocking/storage duties. The manager will also work with all inventory and POS software and will assist the other office staff with the use of those systems. The manager reports directly to the National Retail Operations Manager for all aspects of the store management, and will also report to the Business Operations Manager for non-store responsibilities.

The Store Manager will reserve time weekly for phone conferences with the National Retail Operations Manager. The Store Manager should be motivated and self-directed/starting. The candidate should want to consider the store as if it were their own business, and should feel motivated to make it succeed. You should expect to devote at least 15-20 hours a week to store business. The store manager will be required to physically man the store themselves on busy weekend days throughout the season. This candidate will be the in-park eyes and ears for the National Retail Operations Manager, and you will help form the policy for all the stores in the future.

Required Skills/Qualifications
- Enthusiasm and willingness to work hard to create a successful and profitable store
- Retail experience is a very big PLUS, but not absolutely required
- Time to devote to both jobs without neglecting duties from either position
- Strong communication skills to work with customers as well as other park staff
- Ability to "see" the store as a customer would see it
- Computer skills (basic level) and any inventory/POS software experience a PLUS
- Candidates must be 18 yrs. or over.

Office Associate Overview: This is a newly-combined position that will be full-time, seasonal and that will have shared responsibility for the retail store operation as well as provide office support for group sales, individual climber needs, ticketing, and more.

The Office Associate Position is responsible for handling all initial guest inquiries, booking reservations, working with group coordinators to assist in hosting group events, and handling other on-site coordination of park programs, online reservations and office duties.

Details/Duties:
- Primarily responsible for answering phones and emails; providing guests with basic information about park, programs, discounts and reservation information
- Responsible for directing inquiries to the appropriate personnel
- Working with group coordinators and ground staff to greet and manage on-site reservations, events, and special requests during guests’ visit
- Schedule, plan and process payments for group reservations
- Responsible for ensuring that reservations are not double-booked, that appropriate spaces are reserved, special requests are properly indicated and managed, and that all major events or reservations are directed to the appropriate supervisors
- Assist with online orders, season passes, and promotional item inventory.

Requirements:
- Must possess an extremely outgoing, friendly disposition and professional demeanor at all times
- Must enjoy working in an office environment—this is not an outdoor park position.
• Ability to multitask and effectively manage multiple projects simultaneously
• Must be extremely organized, and able to self-manage with little direction
• Must be able to meet deadlines
• Ability to remain calm under pressure and to handle difficult situations professionally
• Ideal candidate will be a quick and independent learner, able to pick up things on the job and quickly adapt to new situations on their own
• Must have exceptionally strong customer service skills, as well as clear and effective communication skills -must love working with people of all ages and abilities
• Must be able to effectively assess and analyze guests’ needs, and provide an exceptional level of service
• Must have strong computer skills and technological aptitude—experience with Word and Excel required. Experience with any reservation software a PLUS.
• Candidates must be 18 yrs. or over.

Schedule: These combined positions total a full-time seasonal position. Candidates should have a flexible schedule with both weekday and weekend availability. Season runs from mid-April through mid-November. Candidates that are available for the full season are highly preferred, and will be considered first for any winter, off-season hours available.

To Apply: Please complete application (download at http://heritageadventurepark.org/contact/employment/) or send resume and cover letter to manager@capecodtrees.org, and be sure to highlight skills related to position as described. Deadline to apply is March 18, 2016. Hiring range is $13.25-$15.25/hr., based on experience.