

Park Host

Overview: The Park Host Position is the primary customer service position and serves as the face of the park. Their primary responsibility is to ensure that all guests are welcomed, greeted, and provided with all the information and assistance they need to begin their adventure. It is the duty of the park hosts to ensure that each guest has that “wow” experience right from the start.

Position Details/Duties:

- Park hosts perform general opening and closing duties
- Park hosts are responsible for greeting all guests and providing general park information and direction in any area of operation
- Responsible for all ticket and merchandise sales on site and proper register operation
- Park hosts stock and monitor the retail area
- Responsible for keeping all informational and promotional materials stocked and current
- Responsible for maintaining a clean, organized and professional guest service environment
- Responsible for processing of VIP passes and program enrollment
- Responsible for proactively managing customer traffic and waitlists procedures
- Will be cross-trained in other general park duties, including grounds keeping and harness management

Requirements:

- Must possess a friendly disposition and professional demeanor at all times;
- Must have a passion for working outdoors and be able to handle all weather conditions
- Must be have regular weekend availability; ideal candidates will also have flexible weekday/evening availability and be able to commit to the full season
- Must be reliable with strong work ethic and personal integrity
- Must have strong communication skills and a kind, patient approach to working with people
- Must be positive person with a good attitude—smiles are a must!
- Climbing experience preferred, but not required.
- Candidates with First Aid/CPR/AED certification preferred; will certify otherwise.
- There is a mandatory paid training session (4-5 days) required for all candidates.
- Candidates must be 16 yrs. or over.

Schedule: This is a part-time, seasonal position. Candidates should have a flexible schedule with both weekday/evening and weekend availability. **PLEASE NOTE:** This position requires a one week mandatory training. The first 2017 training will run Monday-Friday, 9:00am-5:00pm, March 12th through the 16th. There will be an alternative weekend training for those not available on weekdays that will take place on March 24th, 25th, 31st and April 1st & 7th. A finalized schedule will be provided to candidates once they have been hired.

To Apply: Please complete application (available online at <http://heritageadventurepark.org/contact/employment/>) and be sure to highlight skills related to position as described. Multiple positions available. Pay rates starts at \$12/hour and are based on experience.