

Alliance Redwoods Conference Grounds

"Service as tall as our trees"

6250 Bohemian Highway

Occidental, CA 95465

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Alliance Redwoods Conference Grounds is a 501(c)3 non-profit organization.

Title Canopy Tour Phone Sales and Gift Shop Assistant

Employment Status: Part Time Hourly

Team: Canopy Tour

Immediate Supervisor: General Manager

Purpose Statement

Canopy Tour Phone Sales and Gift Shop Assistant is a vital, multi-faceted team position. You will be responsible for ensuring excellent customer service to guests before and after their zipline tour in the Redwoods.

Description

- Answer Canopy Tour phone and assist guests in planning a tour, answering questions and making reservations.
- Take payments, confirm reservations and process Gift Card sales.
- Perform Gift Shop duties and sales.
- Assist the Canopy Tour staff with maintaining an organized and clean work environment.

Skills

- Have a pleasant and helpful phone presence
- Basic knowledge of using a PC/ Microsoft Office
- Possess good customer interaction skills
- Ability to run a cash register and credit card machine (training provided)
- Physical ability to stand for several hours

Education / Experience

- Previous phone sales helpful but not necessary
- Previous guest service experience helpful but not necessary
- Willingness to learn new skills and make guest service a priority
- Must pass background check to be eligible for employment
- Must be at least 18 years old.

Rev	Revision Description	Date	Approved By
A	Job Established	May 9, 2013	Tim Blake
B	Modified	Jan 4, 2018	Joel Hurst