



Corporate Office: 7551 Summer Leave Lane Columbia, MD 21046

Base Camp: Savage Mill 8600 Foundry Street Savage, MD 20763

Ph: 301 725-1313 Fax: 301 725-0445

info@terrapiadventures.com www.Terrapiadventures.com

Job Title: Guest Relations Specialist Full Time & Part Time

Reports To: Guest Relations Manager

Duties & Responsibilities:

- Build strong relationship with guests on the phone and in person explaining the different adventure tours and programs offered by Terrapin Adventures.
- Communicate with guests and staff in professional and friendly manner that instills trust, support and creates lasting memories
- Makes sure that store is clean of trash, in good working order and attractive
- Handles logistics for groups including party rooms & meeting space.
- Maintains all office apparatus ensuring that equipment is clean, orderly and accounted for & reconciled each day
- Act as positive ambassador whenever asked about company and its service offerings
- Answer phones, complete maintenance logs, makes reservations, registers guests, conduct business transactions, and collects fees for tours, food, store sales
- Works in office with making sales, taking reservations, and orienting guests as needed
- Takes inquiries and writes contracts and follows up with groups seeking to come out to TA for team building programs and parties.
- Promote the business by attending events, calling prospective clients and helping distribute material about TA
- Creating memories by taking pictures of guests during tours.

Required Experience & Qualifications:

- Friendly and passionate about working in outdoor adventure, experiential learning, eco-tourism industry
- Very good at communicating to guests in a confident and amicable manner
- Be in excellent physical health and able to handle fast paced environment
- Works well with staff at creating a safe, fun and enjoyable workplace
- Enjoys working and teaching people new skills and is patient with those who do not pick up skills quickly
- Comfortable talking to groups ranging in age from children to older adults
- Able to assess and diffuse difficult situations
- On the fly problem solver
- Able to work variety of shifts including weekends
- Comfortable using computer including Microsoft Office applications and Internet
- Comfortable using general office equipment including computers, phones, faxes, credit card machines, printers, cash register etc.
- Subject to criminal background and random drug tests
- Must be at least 18 years old.

Compensation & Benefits

- Competitive compensation
- Participant in tips and bonus pools
- If eligible, participate in health & retirement plan
- If eligible, receive paid time off
- Professional development stipend
- Great working environment

Send cover letter and resume to info@terrapiadventures.com