



Corporate Office: 7551 Summer Leave Lane Columbia, MD 21046
Base Camp: Savage Mill 8600 Foundry Street Savage, MD 20763
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Job Title: Guest Relations Specialist Full Time & Part Time
Reports To: Guest Relations Manager and Chief Adventure Officer

Guest Relations Specialist

We are looking for employees who can act as positive ambassador whenever asked about company and its service offerings, build and maintain positive and productive relationships with guests over the phone and in the office. Staff works in a fast paced office making sales, taking reservations, billing, and orienting guests as needed. Our staff is chosen for their technical skills, creative thinking, learning ability, and ability to make participant's visits to our facility memorable and entertaining. Preference given to applicants who have experience working with booking/reservations systems or in event planning.

Main Duties and 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
- Act as positive ambassador whenever asked about company and its service offerings
- Answer phones, taking reservations, registers guests, conduct business transactions, and collects fees for tours, food, store sales
- Works in office, 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
- On the fly problem solver
- 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
- 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 eco-tourism industry
- Very good at communicating to guests in a confident and amicable manner
- Be in excellent physical health and able to handle extended periods of time standing or walking.
- 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
- Able to assess and diffuse difficult situations
- Able to work variety of shifts
- 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.

For questions contact ndemos@terrapiadventures.com