



Savage Mill 8600 Foundry Street, Suite 50, Savage, MD 20763

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Job Title: Guest Relations Specialist Full-Time & Part-Time

Reports To: Business Manager, Chief Experience Officer

Duties & Responsibilities:

- Builds strong relationships with guests on the phone and in-person explaining the different adventure tours and programs offered by Terrapin Adventures.
- Communicates with guests and staff in a professional and friendly manner that instills trust, support and creates lasting memories
- Works in an office making sales, taking reservations, and orienting guests
- Documents inquiries and writes contracts with potential clients seeking to come out to TA for team building programs
- Answers phones, completes maintenance logs, registers guests, conducts business transactions, and collects fees for tours & trips, food, and store sales
- Handles logistics for groups including the set-up and use of party rooms & meeting space.
- Maintains office, ensuring that equipment is clean, orderly and accounted for & reconciled each day
- Act as a positive ambassador whenever asked about the company and its offerings
- Promotes the business by attending events, calling prospective clients and helping distribute material about TA
- Makes sure that store is attractive and in good working order

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
- Works well with staff at creating a safe, fun and enjoyable workplace
- Enjoys working and teaching people new skills
- Comfortable talking to groups ranging in age from children to older adults
- Able to assess and diffuse difficult situations
- Is accurate, pays attention to detail and plans ahead
- Able to handle a fast-paced environment
- On-the-fly problem solver
- Able to work a variety of shifts including weekends
- Comfortable using computer including Microsoft Office applications, Google Suite applications, and Internet
- Comfortable using general office equipment including computers, phones, faxes, credit card machines, printers, cash registers, etc.
- Subject to criminal background check
- Must be at least 18 years old

Benefits

- Participant in tips and bonus pools
- If eligible, receive paid time off
- Great working environment

Send a cover letter and resume to info@terrarinadventures.com