



ARCTARIS SADDLEBACK

P.O. Box 10

Rangeley ME 04970

Anne.rockwell@saddlebackmaine.com

ali.spaulding@saddlebackmaine.com

(207) 280-0545

Saddleback Outdoor Excursions Desk Job Descriptions

May 18, 2021

Pay Rate: This is a full-time seasonal position with Pay Rates based on years of experience. Starting at \$13-\$15 an hour. The process of how to document time will be reviewed at the beginning of each season by the director.

Work hours: Desk /Receptionist members should be at the desk ready to greet customers by 8:30 on the days of service. Work hours are 8:30-4:00.

Outdoor Excursion members are highly visible as ambassadors of Saddleback. We must always provide outstanding customer service. The desk person will strive to match guests with guides and groups by talking with the guest about prior experiences. The desk person is a key information ambassador at Saddleback. This position will often require knowing price rates, trip location and specific conditions to be of service to our guests. You are a valued member of the Saddleback Staff and vital to our future and continued success. Desk personnel must strive to show a positive attitude with polite and patient responses to guests who are sharing their needs and concerns. By providing a positive experience at the desk, you help customers develop new skills to have more fun and to continue visiting Saddleback with their families.

Principle Responsibilities Learning Center Desk/Receptionist Person:

- Desk personnel will adhere to the Arctaris Saddleback Safety Manual and Employee Manual.
- Deliver outstanding customer service as an ambassador of Saddleback.
- Demonstrate enthusiasm for learning and participating in summer sports.

General Desk Responsibilities:

- a. Politely, greet guests, in person or on the phone.
- b. Explain excursion and program opportunities.
- c. Register guests for activities.

- d. Share guest and staff lesson concerns with the director.
- **General Clerical Responsibilities:**
 - a. Complete program Sign-up sheets.
 - b. Frequently update program assignment board.
 - c. Cross check instructor availability to prevent over-booking.
 - d. Collect payments, keeping checks, cash and credit slips organized.
 - e. Batch out credit cards, count money and checks.
 - f. Complete daily ledger.
- Learn and know the procedures in the event that there is an injury in a program. You may need to help a staff member in the event of an injury on the Saddleback property. You may need to assist in locating a parent. Check to see that accident reports are complete with witness statements.
- Communicate effectively with guests, staff members and the director.
 - Communicate conflicts with the director. *Assist staff in communicating With students and parents where to meet before and after lessons.*
- Report on the job injuries to the director immediately. Accident reports must be completed within 24 hours.
- Be a team player. Compliment the accomplishments of others.

NOTE: Passes and all other benefits are conditioned upon a current employment status and will be revoked should employment end for any reason.