

## Job Description

### Retail/Office Staff

**Organization:** Arkansas Valley Adventure

**Primary Location:** Granite Outpost

**Schedule:** Full-time

**Target Start Date:** May 14, 2010 (some positions available to start earlier)

**Target End Date:** Sept 6, 2010

**Pay Rate:** Starts at \$8/hr, with AVA experience up to \$10 per hour plus 7% bonus on gross earning at end of season if contract is fulfilled. Potential additional bonus tied to meeting retail sales goals for season.

#### Description:

- Deliver exemplary guest service to satisfy and surpass guest expectations and to ensure a world-class experience.
- Work as a proficient and effective team member
- Accept and complete tasks - both routine and non-routine - in a timely manner as assigned by Asst Manager or Manager
- Work with awareness of job requirements and daily task lists and maintain motivation to complete said tasks
- Able to fulfill all job requirements in a very fast-paced environment and keep calm demeanor in said environment
- Maintain positive attitude and sense of humor during long and busy work shifts
- Communicate well with all co-workers and management
- Check in and assist guests for rafting, lodging and rock climbing trips
- Become proficient at using POS system for ringing up retail sales
- Become proficient at using Adventure Office system for ringing up and checking rafting, lodging and activity sales
- Ring up sales with accuracy to maintain a cash drawer
- Complete end of day financial close for POS system
- Employ strong sales skills and proactive demeanor to achieve photo and retail sales
- Discuss, sell, burn and print photos and CDs
- Clean all Outpost facilities, including offices, retail space, guests and employee bathrooms, changing rooms
- Clean Outpost cabins
- Complete laundry tasks for cabin linens
- Maintain tidy retail inventory throughout the day including sorting, folding, restocking.
- With assistance of managers, accept and tag new inventory
- Maintain organized inventory storage and backstock

- Assist in maintaining and cleaning grounds, including but not limited to weeding, watering flowers, removing trash, cleaning campground and fire pits.
- Take vested interest in retail sales
- Prepare reports for day-of or next-day trips
- Help fit wetsuits and jackets when necessary
- Run/drive shuttles when necessary