



# Reception Wiz

## Position Type

Seasonal, Full-Time & Part-Time (Late June to Early September)

## Perfect For

A hospitality superstar who loves creating seamless, exciting experiences from the very first point of contact!

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## Your Mission: Orchestrate Unforgettable Experiences

You are the central hub of our operation and the critical link between our guests and the adventures that await them. Your ability to juggle multiple tasks with grace and a smile ensures every guest starts their day stress-free, fully informed, and buzzing with anticipation. You are the first and last impression, setting the tone for an epic ValleyZip adventure. You will also be cross-trained to facilitate the Euro-Bungy and Rock Climbing Wall when needed.

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## What You'll Do:

- Be the Voice & Heart of ValleyZip: Expertly manage inbound calls and online inquiries, converting excitement into confirmed bookings.
  - Master the Check-In Experience: Welcome guests warmly, ensure all waivers are completed perfectly, collect payments, and ensure the tours are ready to depart on time.
  - Educate & Excite: Describe our activities with infectious enthusiasm, answer all questions, and expertly match guests with the perfect adventures for their group.
  - Command the Control Tower: Maintain flawless accuracy in our tour schedule, keeping our Adventure Guides informed in real-time about group details, special requests, and any changes.
  - Uphold Our Standards: Provide a consistently professional, friendly, and efficient service, even when managing front desk crowds and phone lines simultaneously.
  - Support the Euro Bungy and Rock Climbing Wall when needed.
  - Keep the guest areas and office space clean and tidy.
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## Who You Are:

- You are at least 15 years old.
  - You are a customer service rockstar with a friendly, patient, and professional demeanor.
  - You thrive in a fast-paced environment and excel at multitasking without dropping the ball or your smile.
  - You possess strong leadership, communication, and problem-solving skills, fostering teamwork even from the front desk.
  - You are highly organized, detail-oriented, and remain cool under pressure.
  - Assets That Make You Shine: Previous customer service or hospitality experience, familiarity with booking software, and a genuine love for creating fantastic guest experiences.
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*If you're ready to be the welcoming voice, the helpful guide, and the organized force that makes every adventure possible, we want to hear from you. Apply now to become the essential first chapter in every guest's ValleyZip memory!*