| **Job Title:** | **Admissions Crew** |
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| **Reports to:** | Manager on Duty, Operations Director, VP Operations, Owner |
| **Level/Salary Range:** | Employee/$17.75 hourly | **Position Type:** | Seasonal |
| **HR Contact:** | Ryan Chasse | **Date posted:** | March 1, 2025 |
| **Will Train Applicant(s):** | Spring 2025 | **Posting Expires:** | May 9, 2025 |
| **Applications Accepted By:** |
| **E-mail:**ryan@takeflightadv.com**Attention:** Take Flight ApplicationPhone: (207) 439-8838 | **Mail:**Take Flight506 Route 1Kittery, ME 03094 |
| **Job Description** |
| **Role and Responsibilities- include but not limited to:*** Take guests through the admissions process
	+ Ensure that all release forms are understood and have been signed by guests
	+ Take payments for admissions and retail
	+ Assess guest readiness to participate
	+ Provide required participation information to all guests
* Work to minimize guest’s exposure to risks associated with participation
* Verify guests are within height and weight restrictions associated with participation
* Follow emergency protocols
* Demonstrating excellent communication with co-workers and guests
* Perform Pre-Flight Sessions including:
	+ Size and fit guests with appropriate equipment (harness, lanyard, etc.)
	+ Communicating all course policies and procedures effectively to guests
	+ Leading (or co-leading) Pre-Flight for participating guests
* Monitor course levels so that maximum capacity is not exceeded
* Answer phone queries
* Have full knowledge of Take Flight’s reservation system procedures
* Ensure admissions area and bathrooms are clean and supplies maintained through the day
* Meet or exceed ongoing training requirements
* Become familiar with the Flight Crew responsibilities
* Other tasks as assigned by management team

**Preferred qualifications*** Punctual, Detailed Oriented
* Minimum age: 16 years of age or older
* Previous customer services experience valued
* Enthusiastic and possess drive to provide top quality customer service
* Able to develop positive, professional working relationship with others and work in a team environment
* Above average communication and interpersonal skills
* Ability to multitask
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