

| **Job Title:** | **Buddy** |
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| **Reports to:** | Course Manager, Manager on Duty, Operations Director, VP Operations, Owner |
| **Level/Salary Range:** | Employee/$16.25 hourly | **Position Type:** | Seasonal |
| **HR Contact:** | Ryan Chasse | **Date posted:** | February 1, 2024 |
| **Will Train Applicant(s):** | April/May 2024 | **Posting Expires:** | May 10, 2024 |
| **Applications Accepted By:**  |
| **E-mai**l**:**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:*** Perform Pre-Flight sessions including:
	+ Communicating all course policies and procedures effectively to guests
	+ Leading (or co-leading) informational sessions (Pre-Flight) for participating guests
	+ VERBALLY assist to size and fit guests with appropriate equipment (harness, lanyard, etc.)
	+ Assess guest readiness to participate
* Greet guests and engage in conversations with guests to make them feel welcome
	+ Druing the guests’ visit, ask about their experience and answer any questions that they have. If the answer to the question is not known, let them know that you will find out and get back to them.
* Verbaly support guests that are on the Aerial Adventure Course from the ground
	+ Work to minimize guest’s exposure to risks associated with participation
* Photograph guest experiences
* Answer phone queries
* Ensure admissions area and bathrooms are clean and supplies maintained (towels, paper…)
* Demonstrate excellent communication with co-workers and guests
* Have full knowledge of and follow all Take Flight’s policies and procedures
* Able to develop positive, professional working relationship with others and work in a team environment
* Complete the TAKE FLIGHT site specific training during employee orientation
* Meet or exceed ongoing training requirements
* Other tasks as assigned by management team

**Preferred qualifications*** Punctual – Ability to multitask
* Previous customer services experience
* Enthusiastic and possess drive to provide top quality customer service
* Above average communication and interpersonal skills
* Minimum age: 14 years old with valid work permit
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