

Navitat Asheville - Guest Services Team Job Description

Now hiring: **Customer Service & Retail Staff**

Description: Navitat Canopy Adventures, one of the nation's premier zipline canopy tour companies, is seeking enthusiastic and hardworking people to join our Guest Services team. Staff will provide exceptional customer service to our guests in the Welcome Center and around Navitat property.

As a Navitat employee you will work with a group of talented and passionate outdoor enthusiasts; encounter thousands of Navitat guests who are universally thrilled with their experiences; work in a gorgeous mountain cove environment; and be able to bring your friends and family to experience Navitat for no charge.

Location: Barnardsville, NC. Located about 30 minutes north of downtown Asheville, NC.

Job Type:

Seasonal: Our season runs from March 2nd - November 30th, 2024.

Part-time and Full-time positions available.

Hours may vary throughout the season with a focus on weekends and holidays.

Summary of Essential Job Functions:

- Enthusiastically greet and check-in guests as they arrive at the Welcome Center.
- Be an expert in Navitat offerings and apply sales techniques to promote and book packages or products.
- Answer phone calls and provide accurate information to potential guests and guests already booked.
- Operate a Point of Sale system to accurately and efficiently make reservations, handle customer retail purchases, and process returns.
- Prioritize maintaining a clean customer area with an awareness of safety and creating an environment free of hazards.
- Perform other duties as assigned to you by management.

Qualifications:

- Must be at least 16 years of age.
- Must be available to work during peak customer traffic including weekends and holidays.
- Capable of multitasking in a fast-paced environment.
- Retail experience preferred.
- Able to provide excellent customer service to all guests both in person and over the phone.
- Capable of working effectively with peers and supervisors.
- Able to stand for long periods of time.
- Able to lift 30 lbs unassisted.
- Must have reliable transportation.

Compensation:

- From \$16.50 per hour
- Opportunities for review and advancement at mid-season point.

Benefits:

- 4 complimentary passes for family and/or friends with the opportunity to earn more throughout the season.
- Access to the tours for yourself during periods of slow customer traffic.
- Employee discount on all retail and concessions.
- Opportunities for growth within the company.

Staff Hiring Timeline:

Training will **start** at the end of February 2024, and we will be hiring as needed throughout the 2024 season.

For more information, check out our website at:

<https://navitat.com/asheville-nc/>

Please apply using our online application at:

<https://forms.gle/3TBkWYxWbhVFjNoD8>