

# The Adventure Park

[https://myadventurepark.com/?post\\_type=jobs&p=1986](https://myadventurepark.com/?post_type=jobs&p=1986)

## Assistant Manager – Course Operations

### Description

The Adventure Parks of Outdoor Venture Group is committed to promoting active enjoyment of the outdoors. Guests are encouraged to challenge themselves and succeed, building self-confidence and gaining lasting memories. The fun physical activities promote good health and encourage camaraderie among peers, family, and friends.

This is an incredible opportunity to join a growing company with lots of flexibility, fun people, great perks – like free climbing, competitive compensation, benefits and bonuses, PTO and much more! We are looking for someone who sees challenges and rapid growth as exciting.

This mid-level management position reports directly to the Park Manager and is responsible for the oversight and management of all operational duties within the Park.

### Responsibilities

#### STAFFING AND EMPLOYEE MANAGEMENT

Assist Park Manager with recruiting, interviewing, training, and onboarding of new hires

Maintain employees work schedules including training, time off, cover for absenteeism, overtime, ensuring proper staffing of all areas of the park for full operation throughout the entire Park season

Effectively manage the Park team/Monitors by coaching, mentoring, developing staff, and creating a positive, customer-focused workplace culture

Mentor new staff supervisors, playing a key role in the development of the culture.

Work closely with Park manager on sales goals and communicating those goals to staff

#### MAINTENANCE AND INSPECTION

Conduct daily, weekly and monthly inspections of both the courses and equipment

Coordinate and execute all necessary groundskeeping

Oversee maintenance projects, ensuring they are completed on time and one budget

Keeping track and ordering needed supplies to operate the Park.

Responsible for the organization and upkeep of maintenance equipment

### Date posted

January 23, 2020

### Job Location

Select Parks

When applying, please select your desired Park location:

[Wheatley Heights, NY](#)

Note that only select Parks hiring for this position.

## OPERATIONS AND CUSTOMER SERVICE

Partner with Park Manager to ensure proper financial and budgetary goals are met

Maintain Park operations software, the reservation, and POS systems, including troubleshooting any challenges

Assist the Park Manager with:

Customer service and the total guest experience.

Retail and concessions.

Coordination of any special events

Perform other duties and responsibilities as needed to operate the Park

### Qualifications

Prior experience in adventure-industry facilities, travel/tourism, service industry, retail or sales preferred

Previous strong leadership experience in a supervisory position

Exceptionally strong customer service and communication skills

Excellent attention to detail coupled with the proven ability to multitask

Must be comfortable at heights and be able to climb.

Comfort operating power tools at heights

Proficient in Microsoft Office (Excel), Google Apps, and other database systems

Must be a quick and independent learner, able to pick up things on the job and quickly adapt to new situations.

Rescue skills are preferred (will train our protocols)

CPR and First Aid Certification or willingness to obtain certification

Prior management experience preferred

### Schedule

In this position, you must be available to work full-time, including regular **weekends and holidays**. Managers must be comfortable with working overtime hours during peak season as needed. This salaried position can often have **50-70 hour weeks** during peak times.