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Contact Center Agent

Description

Do you love engaging with customers? Are you passionate about an active lifestyle? We need you to join our mission to promote active enjoyment of the outdoors.

We offer rewarding work in the hospitality industry, a great culture and an amazing team. You'll also get a flexible schedule, paid training and competitive pay. And did we mention... free climbing!

Our Contact Center Agents are the front lines and first impressions when it comes to the sales and service of our park. We take inbound phone calls and inquiries from customers across the country that want to have a fun and exhilarating outdoor adventure experience with family, friends and groups. Your primary responsibility is to deliver an exceptional customer experience that reflects the amazing experience of our Parks.

Responsibilities

As a Contact Center Agent, your job will include:

Consistently go above and beyond to create a memorable guest experience

Answer inquiries (phone, email, chat) from customers nationally

Complete guest bookings for General Admission and birthday parties, ensuring that the guest has the option to make a reservation before visiting the Park

Assist guests with questions regarding our Parks, events, groups, programs, birthday parties and other needs

Promote the company's mission and vision by sharing knowledge about the parks and climbing experience guests, group lead clients and new customers

Understand all company processes, programs, events, policies and any current promotions or specials

Identify and evaluate problems and analyze customer inquiries and determine the appropriate action

Provide feedback and support in a variety of areas including, but not limited to: Park Managers, Sales, Marketing and Finance.

Meet defined metrics for quality, productivity and customer experience goals

Use available software/tools to understand and craft the right solution across varying customer needs, business rules, and processes

Accurately log and record customer information into contact center databases

Assist with training new team members for processes and technical training

Hiring organization

The Adventure Park

Job Location

1700 Post Road #16, 06824, Fairfield, CT

Date posted

June 1, 2021

Perform other duties and responsibilities as needed in to assist other areas of the company

Qualifications

1+ years of experience in a call center, customer service or help desk capacity required; Sales experience a plus!

Enthusiasm for our mission, Parks and offerings

Exhibit a pleasant, patient and friendly attitude and be naturally engaging

Exceptional listening skills

Ability to communicate clearly and professionally, both verbally and in writing

Strong work ethic and team player mentality

Strong research and creative problem-solving skills with solid analytical reasoning

Possess strong organizational skills to include (time management, planning, attention to detail, and prioritization) to effectively manage calls and completing tasks

Excellent PC proficiency, typing and data entry skills, including use of dual monitors.

Experience with contact center phone systems and online ticketing systems a plus.

Schedule

The Contact Center is open 7 days a week. Shifts are flexible and can vary from week to week.

This is an hourly, seasonal position, up to 40 hours/week from April 1 – September 30.

Candidates should have a flexible schedule with both weekday and weekend availability.

There is a mandatory orientation session and training period required for all candidates, to be conducted in person.