



## **NOW HIRING CUSTOMER SERVICE AND SALES SPECIALISTS**

Love working with people? Interested in working in a fast-paced environment? Lake Geneva Canopy Tours is currently accepting applications for Customer Service & Sales Specialists the upcoming 2019 season! We are looking for patient, friendly, and team-oriented individuals to join our world class team.

No experience in the outdoor industry? No problem. Our Welcome Center staff training will provide you with the skills and techniques necessary to providing the finest experience for each guest.

### **JOB OVERVIEW:**

The Customer Service and Sales Specialist is essentially the first friendly face our guests interact with at LGCT. These team members play a critical role in our world class adventure operations by greeting and managing guests, taking telephone calls and messages in a professional and efficient manner, and booking tours. Additionally, the position performs various clerical duties supporting the professional presentation and operation of Lake Geneva Canopy Tours' Welcome Center and strives to ensure that Lake Geneva Canopy Tours is the premiere eco-adventure destination. The Customer Service and Sales Specialist is fundamental to Lake Geneva Canopy Tours as they present the first and foremost impression of an organization to customers and clients.

### **DUTIES AND RESPONSIBILITIES:**

- Answering the telephone, screening calls, taking and relaying messages.
- Providing information to callers, greeting persons entering the Welcome Center and directing individuals to the correct destination.
- Ensuring knowledge of personnel whereabouts and maintaining exact and complete sign-out/sign-in procedures for consumers and on-site staff.
- Dealing with inquiries or requests from the customers and public.
- Providing general clerical and administrative support to the Director of Sales.
- Making follow up calls and emails to previous customers.
- Scheduling trips and tours with complete knowledge of Xola software systems.
- Preparing letters and documents, receiving and sorting out e-mail and deliveries.

### **SKILLS AND SPECIFICATIONS:**

- Knowledge of clerical and administrative procedures.
- Knowledge of consumer service practices and principles.
- Strong keyboard skills.
- Good communication skills and professional personal presentation.
- Customer service orientation.
- Great attention to detail and stress tolerance.
- Should be honest, respectful, and trustworthy.

- Should be flexible.

**HOW TO APPLY:**

The Customer Service and Sales Specialist position is a seasonal, part-time position with peak hours (40/week) during the summer months. Opportunities for winter employment may be available. Interested parties should submit their resume and cover letter to Seth Elder, General Manager of Lake Geneva Canopy Tours at [sethe@ziplgct.com](mailto:sethe@ziplgct.com).

262-248-9271