



Office/Support Staff

JOB OVERVIEW: Office staff members are responsible for the daily operations of the office as well as the greeting and direction of guests when they arrive.

Essential Duties:

- Answering phones, taking reservations, and collecting payments for tours and merchandise
- Daily transaction reconciliations
- Checking in guests when they arrive
- Assisting with the organization and cleanliness of guest equipment that is stored in the reservation office
- Light cleaning of reservation office and guest bathrooms
- Support guides and help tours run efficiently and on time by keeping guests informed of where they need to be prior to their tour start time
- Knowledge of the local area is helpful for when guests ask for information