

Tamarack Adventure & Retreat Center is seeking a qualified seasonal Client Coordinator to deliver phenomenal customer service to our clientele. The primary responsibility of this role is to develop rapport with new and existing clients, understand their unique needs, and develop logistically-sound schedules to meet those needs. This position will report to the Director of Programs.

REQUIREMENTS

Personality Traits

- Able to provide a positive work environment in any circumstance. Polite, respectful and professional at all times
- An enthusiastic, “can do” attitude
- Self-starting, driven individual with an ability to identify, prioritize and accomplish tasks independently
- Able to build rapport in a short period of time with potential clients and any other guests or employees
- Fair, trustworthy and dependable (punctual, strong attendance record)
- Hard-working, flexible and able to multi-task, accomplishing all tasks in a timely, customer-oriented manner

Job Behaviors and Work Characteristics

- Able to gather information from groups, formulate an understanding of their unique needs, and develop appropriate programming and facilities to meet those needs, while building strong rapport
- Able to fit group bookings into calendar based on availability of staff, programs, accommodations and meals
- Remains in contact with groups to gather all necessary booking information, including scheduling, setup needs, meals and meal times and dietary requirements, communicating these needs to appropriate departments
- Develop quotes for each group based on programming, accommodations, meals, setup and participants
- Maintaining list of staffing needs for each day throughout the season, communicating to Program Manager
- Main point of contact for Community Liaison Director, finding feasible solutions to booking requests
- Able to establish and maintain effective working relationships with clientele, co-workers and management
- Strong verbal and written communication skills, maintaining high level of professionalism in all correspondence
- Maintaining running list of all current and lost business to assist Administrative Assistant in weekly forecast
- Weekend and evening responsibilities as needed, including participation in On-Duty rotation with Adventure & Retreat Center Leadership and facilitating parent meetings off-site
- Participate in hiring and training of seasonal staff, including attending career fairs and interviews as needed
- Facilitating any Adventure & Retreat Center programs as needed, in accordance with current standards, adjusting programs for age appropriateness as needed
- Take on leadership role during summer camp as necessary and appropriate
- Animal care to include feeding and cleaning as necessary

Goals and Objectives

- To contribute to the relationship between Tamarack and clientele by fostering rapport in all client interactions
- To develop schedules and programs free of error, double-bookings and exceeding capacity

Certifications and Trainings

- American Red Cross First Aid/CPR certification (on-site training available) *Lifeguarding also available*
- High school diploma or equivalent required; *Degree or coursework in related field a bonus*

Physical Work Environment- Hours/days worked per week vary according to camp schedule/needs; this position requires a full time commitment. Position requires a positive attitude in all weather conditions. Must have open availability and live on camp for the duration of contract

Compensation: Full-time, year-round, salary position. Housing provided less utilities. Meals when served in dining hall.

Please apply online to **Join Our Team!**

TamarackAdventure.com

or email Director of Programs, Jess Whatley

jwhatley@tamarackcamps.com

