

Friendship Ventures

JOB DESCRIPTION

Title: Adventure Programs Specialist

Responsible to: Director of Adventure Programs

Team Membership: Revenue Based Services Team

General Function:

The Adventure Programs Specialist will be responsible for contributing to the Team Quest and Environmental Education Programs by assisting with the improvement and development of the current level of service being provided through the Team Quest and Environmental Education Programs. In addition, the Adventure Programs Specialist will ensure that our guests, employees, and the communities that we impact are proud to associate with Friendship Ventures.

Qualifications and/or skills:

Program background in recreation, outdoor education or human service. Must have the ability to work with youth and adult groups. Experience working with people with developmental disabilities and children with ADD/ADHD is helpful. Experience working with Windows95/98, Office 97, and databases is helpful. Good written and verbal communication skills are essential.

Primary Responsibilities:

- **Facilitating Challenge Course and Environmental Education groups**
- **Assist with challenge course operations**
 1. Inspect, maintain, and improve physical challenge course and natural area integrity
 2. Provide customer service to groups
- **Maintain and enrich the Team Quest and Environmental Education programs**
 1. Research new and unique ways to deliver each service to existing and potential groups.
- **Customer service**
 1. Taking reservations
 2. Customer contact by phone or in person
 3. Arranging schedules for groups using Challenge Course and Environmental Education sites
 4. Work as a hostess once during each month
- **Recruit Team Quest and Environmental Education staff for all sites.**
- **Recruit and retain groups for both Environmental Education and Team Quest for all sites.**
- **Maintain and encourage a professional working environment for the benefit of both guest and employee**
- **Represent Friendship Ventures internally and externally with pride and integrity**
- **Attendance and participation at Agency, Site, and Team Meetings**
- **Attendance at Friendship Ventures internal training sessions**