

SEASONAL OPERATIONS AND BUSINESS DEVELOPMENT COORDINATOR

Location: Middletown, CT
Department: EMPOWER Leadership Sports & Adventure Center
Reports To: General Manager
Status: Seasonal Full-Time

EMPOWER Leadership Sports & Adventure Center, LLC (“EMP”) is an outdoor adventure park in Middletown, Connecticut. EMP is a state of the art adventure recreation and learning facility located on 25-acres of open and wooded terrain. EMP features Connecticut’s only fully-guided zip line canopy tour adventure course, tree climbing and rappelling adventures, as well as facilitated leadership development and team building programs. Since opening in 2009, EMP has facilitated recreational-leisure and leadership development adventure experiences for 100,000 participants.

POSITION SUMMARY:

This position assists the General Manager in all Operational and Business Development responsibilities at EMPOWER, including leading guided adventures (zip line canopy tours, high ropes and rappelling adventures, ground based team building activities, and leadership development programs), lead generation and sales, office administration, course management, and operational coordination; under the direct supervision of the General Manager. This position requires solid interpersonal skills and organizational skills, along with a “can-do” attitude. The candidate will be self-starting, energetic, focused, and someone who embraces increasing responsibility and challenge. The Operations and Business Development Coordinator position is a valuable role that helps support our mission of delivering extraordinary customer experiences that promote self and team development; as well as providing fun, exciting, and life changing experiences. The position’s wages range from \$13.50 to \$15.00/hour plus group sales commissions and provided the opportunity of growth within the company.

OUTDOOR OPERATIONS – DUTIES AND RESPONSIBILITIES:

- Contribute to a positive and supportive team atmosphere and model a “can do” attitude
- Responsible, reliable, punctual, and committed to the job
- Family friendly, pleasant, and courteous in all interactions with guests
- Able to make risk management decisions
- In alignment with EMPOWER Leadership Sports & Adventure Center mission
- Communicates well with coworkers, Operations Managers, and General Manager
- Safe and responsible use of all EMPOWER gear and equipment
- Technical execution of all safety protocol including, but not limited to gear and equipment inspections, fitting, management, and securing to safety systems at all times
- Demonstrating appropriate safety habits and modeling safe techniques and behaviors
- Communicating effectively with both adults and children in group setting to establish good rapport
- Building excitement among guests through the experience
- Handling stressful situations safely, calmly, and effectively
- Having great attention to detail and focus while handling multiple tasks and responsibilities
- Working comfortably at heights

OPERATIONS AND BUSINESS DEVELOPMENT COORDINATOR – DUTIES AND RESPONSIBILITIES

- Generating new business through own research and relationships, through targeted lists from EMP GM, and conducts cold calls/emails
- Course Management – assists GM in overseeing course safety, guest experiences, daily management, and guide scheduling
- Office Administration – assists GM in Office Operations and Customer Services; working on business development during office administration time when not providing direct customer services.
- Facilitation of Team Building Activities – assist GM in delivery of team building programming and customer services
- Zip Line Canopy Tour Guiding and Climbing/Rappelling Guiding (expert sending and receiving guide, and all emergency operations)
- Operations Assistant – assist GM to conduct course and gear maintenance, inventory, grounds/course maintenance, office cleanup, signage, and special event operations
- Attending conferences and trade shows on behalf of EMPOWER

IDEAL CANDIDATE:

- Must be at least 18 years of age or older
- Experience working in office setting and in varied weather conditions
- Experience working with diverse clientele

- Have the physical capability to assist and accommodate guests of various sizes and physical ability through the grounds and courses
- Be able to walk on a variety of terrain and off-road surfaces
- Possess full range of overhead arm motions
- Have full hand dexterity
- Have strong upper body skills and be able to pull self plus safety gear along zip lines and/or safety cables
- Have strong upper body skills and be able to pull self, personal safety gear, and the potential addition of 270 lbs. along zip lines and/or safety cables
- Ability to stand for long periods of time

Applicants must email Dayna Adamowicz, Empower Adventures Human Resources Coordinator, to be considered for employment. Please send the following to Dayna@LeadershipSports.com

- (1) Completed Application – found here
- (2) Resume; including 3 references
- (3) Brief Cover Letter describing interest in the EMPOWER Adventure Guide position