



Job Title: Guest Services Representative – Pinelands Adventures

Location: Shamong, NJ (New Jersey Pine Barrens area)

Company: Pinelands Adventures

Organization Type: A nonprofit ecotourism initiative of the Pinelands Alliance

Job Type: Full to Part-Time, Seasonal (**Note: We are closed during the winter months for river trips; the season runs April to end of October; Significant summer weekend/holiday requirement. Our busiest months are June, July, August**)

Reports To: Manager and Assistant Manager

Salary Range: Starting at \$22 per hr

About Us

Pinelands Adventures is the most respected ecotourism outfitter in the NJ Pine Barrens. We are deeply passionate about protecting the NJ Pinelands, operating within Wharton State Forest on the Mullica and Batsto Rivers and on other properties. When customers book a trip, they directly support the **Pinelands Alliance's** conservation efforts.

Our Culture

We are a supportive, high-energy team where empathy and collaboration are key. Egotism has no place here; we are highly interdependent and count on one another to make our mission possible. We provide high-quality outdoor experiences and education to foster a love and appreciation for the natural world.

Job Description

We are seeking a customer-service-focused Guest Services Representative to provide vital support to our management team. This role is designed to alleviate pressure during our busy season by managing high volumes of communication and administrative tasks, ensuring management can focus on field operations and critical issues. The ideal candidate is an empathetic team player who can competently cover the front desk, retail sales, work independently when needed, and potentially take on more complex administrative reporting tasks over time.

Key Responsibilities

- **Prompt Communication Relief:** Serve as the primary helper for high-volume phone calls, emails, and text communications, and retail sales ensuring all customer inquiries are handled promptly and professionally.
- **Waiver Management:** Manage and track electronic customer liability waivers using the Smartwaiver system, ensuring all participants have signed the necessary documents before departure.
- **Operational Support & Coverage:** Efficiently manage daily front desk duties, providing relief coverage for managers needing time off or managing staggered shifts (typical operating hours can range from 8 AM to 7 PM).
- **Customer Service & Check-in:** Greet visitors, retail POS, verify signed waivers, handle check-ins, process payments, and coordinate customer flow with field staff using our text system. Keep storefront orderly and stocked.

- **Reservations & Admin Assistance:** Manage bookings in **FareHarbor**, assist with data entry into Google Sheets, handle walk-in/campground reservations, and organize daily manifests for drivers.
- **Problem Prioritization:** Understand the urgency of situations and escalate critical issues—such as medical emergencies, adverse weather events, river rescues, or equipment failures—immediately to management.
- **Guest & Equipment Tracking:** Assist in rigorous tracking of all guests departing and returning from the river to ensure full accountability and safety checks at day's end.
- **Potential for Advanced Admin:** Opportunity to take on additional administrative tasks, which may eventually include monthly state reporting and quarterly financial reporting.

Qualifications

- **Experience:** Experience in customer service or a related hospitality environment is preferred, including experience in cash handling and daily closing procedures.
- **Team Player & Empathy:** A strong ability to work collaboratively in a highly interdependent culture, leaving ego aside to support the team.
- **Resilience & Calm Under Pressure:** The ability to stay calm, focused, and effective in a fast-paced environment.
- **Technical Proficiency:** Comfortable with computers, Google Sheets, and online booking platforms (**FareHarbor** and **Smartwaiver** experience highly valued).
- **Passion for Conservation:** A genuine passion for protecting the NJ Pinelands is essential to our mission.
- **Availability:** Must be available to work most weekends, some weekdays and holidays from **April through the end of October**.

Perks & Benefits

- **Mission-Driven Work:** Join a respected non-profit dedicated to conservation.
- **Paddling at No Cost:** Staff and their immediate family can enjoy our kayak/canoe trips at no cost.
- **Training:** Opportunity to receive Wilderness First Aid certification and Red Cross CPR/First Aid Certification at no cost.

How to Apply

If you are a highly organized, empathetic, and reliable individual ready to lend a helping hand to a great cause, we encourage you to apply.