

Now Hiring: **ASSISTANT MANAGER - Office/Sales**

COME JOIN OUR TEAM!

We are seeking a qualified individual to perform a wide variety of tasks as **ASSISTANT MANAGER** for our 3 established businesses (specializing in outdoor recreation and family fun, lodging and quick-service food). Our businesses include Big Bear Adventures, the Northwoods Lodge, and SUBWAY® of Indian River. For over 40 years, Big Bear has been offering exciting Canoe, Kayak, Raft and Tube Trips on the beautiful Sturgeon River, an 18-hole Adventure Golf Course, a Ropes Challenge Course, Bumper Boats, and a General Store and Gift Shop. In the winter, we also offer Guided Raft Trips, and X-C Ski and Snowshoe rentals. This year, we will be adding Guided ATV and UTV Trail Rides in the warmer months. The Northwoods Lodge is a unique, 15-unit log motel with "Northwoods" themed rooms. SUBWAY is located inside Big Bear's main building and offers traditional SUBWAY restaurant fare. All three businesses cooperate to provide cross-business marketing with package options and employ as many as 55 people during the peak season. Our mission is to enrich lives by helping guests connect with family and friends while providing memorable outdoor experiences, unique "up north" lodging, and of course, quality food and friendly service at our SUBWAY!

We are seeking a full-time, year-round **Assistant Manager** to assist us with our goals. Certain weekends will be mandatory at specific times of the year (due to the seasonal nature of the business). Starting rate of pay is \$15-\$17/hr based on training and experience, and includes paid vacation time and other benefits.

This position will require the successful candidate to perform a wide variety of tasks in an office setting. Tasks include, but are not limited to:

- Communicate with customers, employees, and other individuals to answer questions, take reservations, and address issues.
- Type, format, proofread, and edit correspondence and other documents.
- Assist our bookkeeper by collecting and counting money, recording daily paperwork, completing banking transactions, and sometimes running errands.
- Answer telephones and distribute calls, and operate copiers, scanners, fax machines, our phone system, timeclocks, and computers.
- Assist with marketing projects and social media, as well as special events.
- Assist with scheduling, training and orientation, and supervision of employees. Also to assist with policies, guidelines and work instructions / manuals.

This position will require the successful candidate to perform a wide variety of tasks in a sales/retail setting. Tasks include, but are not limited to:

- Greet guests in a friendly and professional manner and determine their needs, assisting them in any way.
- Handle inquiries/complaints in an efficient, professional manner.
- Describe river trips and attractions, help guests make informed decisions, and fill out proper paperwork.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Operate cash registers and credit card terminals.
- Assist with sales, store displays, inventory, and ordering merchandise.

This position will require the successful candidate to possess a working knowledge of the following concepts:

- Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Microsoft Word, Excel, Outlook, and social media.
- Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

The perfect candidate for this position:

- Must love people!
- Have exceptional verbal and written communication skills, a professional attitude and appearance, and be a TEAM PLAYER.
- Be able to adapt quickly in a fun, sometimes stressful, and fast-paced environment.
- Be friendly, dependable, very detail-oriented, and have strong organizational, leadership, multi-tasking, and time-management skills.

Please visit our website for more info about us: www.bigbearadventures.com

Please send your letter of interest along with your resume' and references to info@bigbearadventures.com or mail to Big Bear Adventures, 4271 S. Straits Hwy., Indian River, MI 49749