

# Reservations Agent 2018

**Work Period:** May 1<sup>st</sup> to September 20<sup>th</sup>

**Reports to:** Reservations Manager

**Location:** Girdwood, Alaska



**Responsibilities and Duties:** Perform routine clerical and administrative functions such as drafting correspondence with vendors and clients, scheduling, organizing and maintaining electronic files, and providing information to callers. Learn XOLA Reservation System, Smartwaiver, Clockshark, and Office at Hand phone system. Ensure guides scheduling and coverage, vehicle reliability and coordination, and equipment preparation. The following are examples of the tasks required for a Reservations Agent:

- Take Reservations 5 days a week with AP phone and email
- Answer iPhone and return calls ASAP
- Book clients over the phone using Xola
- Reply and book clients accordingly
- Be on-call for any emergencies after hours
- Confirm availability for Vendor bookings and requests
- Accurately update Xola and Google calendar with all booking details
- Order Lunches and Rail Tickets via Google Drive
- Ensure Smartwaivers are filled out and connected to appropriate reservation
- Assist Operations department with logistics and gear
- Let Reservations Managers know whenever you need help
- Submit to Reservations Manager a weekly list of ongoing reservation leads and client
- Abide by all State and Federal laws, company policies and permitting regulations

Minimum Qualifications:	Preferred Qualifications:
<p>Able to communicate accurately and effectively in verbal and written form with clients to respond accurately to client questions</p> <p>Basic computer proficiency</p> <p>Data entry experience</p> <p>Working knowledge of office equipment</p> <p>People-oriented with good communication and listening skills</p> <p>Experience working in customer relations OR</p> <p>Experience working in sales and service</p> <p>Organized</p> <p>Good problem solvers</p> <p>Work well under stress</p> <p>Have a positive attitude and the ability to learn new things</p> <p>Commitment from May 1<sup>st</sup> to September 20<sup>th</sup></p> <p>Alaska Resident</p>	<p>Familiar with XOLA Reservation System</p> <p>Experience working in tourism</p> <p>Enthusiasm for service industry desired</p> <p>Two years of experience in outdoor tourism industry (strongly desired) but will train the right candidate.</p> <p>Polished and professional appearance</p> <p>Prompt, dependable, with a team player mentality</p> <p>1-year experience in a business office managing a phone system preferred.</p> <p>2+ years of experience working in customer relations</p> <p>2+ years working in sales and service</p> <p>Flexible schedule strongly desired</p> <p>QuickBooks experience</p> <p>Bookkeeping knowledge</p> <p>Girdwood Local</p>

**Compensation:** \$15-\$20 D.O.E, plus overtime pay. End of season performance based bonus, flexible hours, and other perks related to the outdoor and tourism industry (prodeals, etc).

If you want to work with our amazing crew and help facilitate our guest's experience of the Alaskan wilderness, please email us your resume and cover letter to: [info@ascendingpath.com](mailto:info@ascendingpath.com)