



Reservations Department 2020 Job Openings:

Reservations Agent (Part time summer season- 2 days a week)

Work Period: May 1st to September 25th 2020

Reports to: General Manager

Location: Girdwood, Alaska

Compensation: \$14-\$17/hr or salary, D.O.E. plus other perks, pro-deals, etc. Eligibility for an end of the season performance based bonus after successful completion of the season and end of the season evaluation.

Minimum Responsibilities and Duties: Sales position requiring excellent verbal and written communication. 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 reservation system, online waiver, employee management system, phone system, various company technologies and social media, gdrive and gmail. Ensure guides scheduling and coverage, vehicle reliability and coordination, and equipment preparation. The following are examples of the tasks required for a Reservations Agent:

- Sales driven position by soliciting and working ongoing reservation leads to book as well as marketing Ascending Path at various tradeshow, sales presentations and vendor meetings.
- Take reservations via phone and email.
- Answer phone and return calls promptly.
- Rotating on-call for any emergencies after hours.
- Confirm availability for vendor bookings and requests.
- Accurately update reservation software with all booking details.
- Order third party transportation and meals.
- Ensure waivers are filled out and connected to appropriate reservation.
- Assist operations department with logistics, gear, morning meetings, vehicles, and cleaning, etc.
- Problem solving urgent client, personnel, weather, transportation and meal needs.
- Let General Manager know whenever you need help.
- Abide by all State and Federal laws, company policies and permitting regulations.

Minimum Qualifications:	Preferred Qualifications:
<p>Ability to work with and meet sales goals set forth by CFO by utilizing product awareness to book clients.</p> <p>Computer proficiency in PC and/or Mac platforms: MS Office, Excel, Gdrive, Gmail.</p> <p>Working knowledge of office equipment and troubleshooting problems.</p> <p>Able to communicate accurately and effectively in verbal and written form.</p> <p>People-oriented with positive communication and listening skills.</p> <p>Experience working in customer service OR experience working in sales, marketing and service.</p> <p>Organized & good problem solver.</p> <p>Ability to prioritize and stay on task with multiple interruptions and/or working alone.</p> <p>Works well in a fast paced office with tight deadlines.</p> <p>Manages stress by self-care during off hours.</p>	<p>Computer proficiency in both PC and Mac platforms: MS Office, Excel, Gdrive, Gmail.</p> <p>1-2+ years experience asst. managing or managing an office and staff.</p> <p>1-2+ years data entry experience.</p> <p>1-2+ years office experience.</p> <p>2+ years experience working in customer service OR experience working in sales, marketing and service.</p> <p>Thrives in a fast paced office with tight deadlines.</p> <p>Commitment from May 1st to September 25th</p> <p>1-2+ years working with a POS or reservation system.</p> <p>1-2+ years experience working in tourism.</p> <p>1-2+ years of experience in outdoor tourism industry (strongly desired) but will train the right candidate.</p> <p>1-2+ years experience in a business office working a phone system preferred.</p> <p>Flexible schedule.</p>

<p>Have a positive attitude and the ability to learn new things.</p> <p>Commitment from May 1st to September 25th</p> <p>Experience working with a POS or reservation system.</p> <p>Experience working in tourism.</p> <p>Enthusiasm for service industry desired.</p> <p>Experience in outdoor tourism industry (strongly desired) but will train the right candidate.</p> <p>Polished and professional appearance.</p> <p>Punctual, dependable, with a team player mentality.</p> <p>Experience in a business office working a phone system preferred.</p> <p>Flexible schedule strongly desired.</p> <p>Experience working with business social media campaign posts & Mailchimp experience.</p> <p>Occasionally, ability to work extra hours until the job duties are done for the day.</p> <p>Bachelor's degree and/or experience equivalent.</p>	<p>1-2+ years working with business social media campaign posts & Mailchimp experience.</p> <p>Bachelor's degree in tourism, business, marketing, sales, communications or related field and/or experience equivalent.</p> <p>Alaska Resident/ Girdwood Local.</p>
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How to Apply: 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.com¹

¹ Final Version 01-15-20