



Reservations Department 2020 Job Opening:

Reservations Assistant Manager (Full time summer season 40 hrs/wk)

Work Period: May 1st to September 25th, 2020

Reports to: General Manager

Location: Girdwood, Alaska

Compensation: \$17-\$20/hr or negotiated 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: Assistant manager sales position requiring excellent verbal and written communication skills. Manages and performs 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. Below are examples of some tasks and qualifications required for a Reservations Assistant Manager:

- Sales driven position by soliciting and working ongoing reservation leads to book as well as marketing company at various tradeshow, sales presentations and vendor meetings.
- Able to communicate accurately and effectively in verbal and written form.
- Take reservations via phone and email.
- Answer phone and return calls promptly.
- Rotating on-call for 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, 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. Computer proficiency in both PC and Mac platforms: MS Office, Excel, Gdrive, Gmail. 1-2+ years experience asst. managing or managing an office and staff. 1-2+ years data entry experience. 1-2+ years office experience. Working knowledge of office equipment and troubleshooting problems. People-oriented with good communication and listening skills. 2+ years experience working in customer service OR Experience working in sales, marketing and service. Organized & good problem solver.</p>	<p>Ability to meet, exceed, oversee, implement and strategize sales goals set forth by CFO by managing & utilizing product awareness to book clients. Advanced computer proficiency in both PC and Mac platforms: MS Office, Excel, Gdrive, Gmail. 5+ years experience asst. managing or managing an office and staff. 5+ years data entry experience. 5+ years office experience. Working knowledge of office equipment and troubleshooting problems. People-oriented with good communication and listening skills 5+ years experience working in customer service OR Experience working in sales, marketing and service. Organized & good problem solver.</p>

<p>Ability to prioritize and stay on task with multiple interruptions and/or working alone. Works well in fast paced office with tight deadlines Manages stress by self-care during off hours. Has a positive attitude and the ability to learn new things. Commitment from May 1st to September 25th 1-2+ years working with a POS or reservation system. 1-2+ years experience working in tourism. Enthusiasm for service industry desired. 1-2+ years of experience in outdoor tourism industry (strongly desired) but will train the right candidate. Polished and professional appearance. Punctual, dependable, with a team player mentality. 1-2+ years experience in a business office working a phone system preferred. Flexible schedule strongly desired. 1-2+ years working with business social media campaign posts & Mailchimp experience. Occasionally, ability to work extra hours until the job duties are done for the day. Bachelor's degree in tourism, business, marketing, sales, communications or related field and/or experience equivalent.</p>	<p>Ability to prioritize and stay on task with multiple interruptions and/or working alone. Works well in fast paced office with tight deadlines. Manages stress by self-care during off hours. Has a positive attitude and the ability to learn new things. Commitment from May 1st to September 25th 5 + years working with a reservation system. 5+ years experience working in tourism. Enthusiasm for service industry desired. 5+ years of experience in outdoor tourism industry (strongly desired) but will train the right candidate. Polished and professional appearance. Punctual, dependable, with a team player mentality. 5+ years experience in a business office managing a phone system preferred. Flexible schedule strongly desired. 5+ years managing business social media campaign posts & Mailchimp experience. Occasionally, the ability to work extra hours until the job duties are done for the day. Master's degree in tourism, business, marketing, sales, communications or related field and/or experience equivalent. 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 guests experience of the Alaskan wilderness, please email us your resume and cover letter to: info@ascendingpath.com¹

¹ Final Version 01.15.20