



RESERVATION SPECIALIST

TITLE: Reservation Specialist

SUMMARY: Under the general supervision of the Director of Guest Services, the Reservation Specialist is the primary point of contact for ZPPCC Cabin Guests, processing reservations and aiding throughout the booking process from inquiry to departure. The Reservation Specialist will have a genuine interest in and compassion for the mission of Zephyr Point Presbyterian Conference Center, its growth and expansion, and be familiar with all facets of Zephyr Point organization, programs, and facilities to effectively interpret and provide services to guests and staff.

SALARY RANGE: \$20.00 - \$22.00 per hour

STATUS: Part-time, 28 hours/week

CLASSIFICATION: Non-Exempt

REPORTS TO: Director of Guest Services

DIRECT REPORTS: None

DUTIES AND RESPONSIBILITIES:

- A. Serve as expert liaison between cabin and guest room guests and ZPPCC staff distributing information and answering questions throughout the booking process
- B. Provide receptionist duties in the absence of the Office Administrator; greet guests, answer phones, manage keys, arrival packets, signage, check-ins, check-outs, open and close the office, etc.
- C. Be familiar with all Zephyr Point facilities including location, details, floor plans, parking, etc., especially details of each cabin
- D. Answer inquiries via phone and email regarding availability and questions
- E. Maintain and facilitate waiting list for peak season dates
- F. Schedule cabin and guest room reservations to maximize facility usage, in accordance with ZPPCC mission-oriented booking guidelines
- G. Construct contracts to secure reservations
- H. Process payments; communicate effectively with guests regarding overdue items; process cancellations and refunds as needed
- I. Maintain detailed records of reservations including revisions and other details
- J. Distribute information for incoming reservations to relevant ZPPCC staff

- K. Follow up with guests post-event for future rebooking requests, guest feedback, issue resolution, etc.
- L. Utilize registration software to ensure efficient input, reporting and tracking of information; clean duplicate data and keep balances and contact info current
- M. Maintain organized files including contracts, communication records, event notes, etc.
- N. Conduct site visits as requested
- O. Coordinate with other team members to keep facility and rate information updated across all platforms (website, email, printed materials, on-site signage, etc.)
- P. Assist with developing booking policies and procedures that support the ZPPCC mission and protect staff and guests; communicate and administer policies fairly for all
- Q. Handle guest needs, special requests, and complaints; communicate with guests while on site to ensure a positive guest experience
- R. Monitor guest evaluations, identify trends, and produce reports; distribute to ZPPCC staff
- S. Assist with marketing efforts to secure new customers and further the ZPPCC mission
- T. Assist in the training of Guest Services employees and volunteers
- U. Cross-train for other Guest Services positions to provide support when needed
- V. Attend all mandatory ZPPCC staff meetings
- W. Other duties as assigned*

KNOWLEDGE, SKILLS AND ABILITIES:

- A. Keen sense of time and priority management, with ability to meet deadlines; ability to carry out detailed plans, organize and process heavy volumes of work that vary greatly by season
- B. Strong attention to detail amongst frequent interruptions
- C. Ability to maintain good relations with people of varying ages, personalities, and interests
- D. Ability to read, write and speak English well to communicate effectively with guests, staff, and other agencies
- E. Excellent oral and written communication skills; computer literate including Microsoft Office and database management skills
- F. Discretion and good judgment on confidential issues and material
- G. Maintain a valid driver's license and insurable driving record; must have a reliable means of transportation in all seasonal weather conditions

QUALIFICATIONS:

- A. High-school diploma and applicable college courses required
- B. Minimum two years' experience in guest services, administration, event coordination or related field

- C. Demonstrated and documented ability to work well with other people as a team member
- D. A positive, outgoing personality with ability to project enthusiasm to guests and staff
- E. An excellent reputation in administrative and hospitality fields
- F. While primarily a Tue-Sat 10am-3pm or 8am-5pm position, ability to maintain a flexible schedule including occasional evenings, weekends, and holidays

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

While performing the duties of this job, the employee is regularly required to sit for long periods, use hands to finger, handle or feel, grasp, and hold and cut; see, talk, and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to twist, stand, walk, climb, or balance, stoop, kneel, crouch, or crawl. The employee must occasionally walk upstairs and inclines and lift and/or move up to 15 pounds, and infrequently lift and/or carry up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The employee is occasionally required to walk on unstable grounds and up to a mile within and around the property.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. The employee is occasionally exposed to moving mechanical parts, toxic or caustic chemicals, outside seasonal weather conditions, and risk of electrical shock. The noise level in the work environment is usually moderate.

****The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties and skills required of employee(s) so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of Zephyr Point Presbyterian Conference Center. Zephyr Point Presbyterian Conference Center abides by employment at-will, which permits the Company to change the terms and conditions of employment with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties, and location***

of work. Neither this job description nor any other written or verbal communications are intended to create a contract of employment or a promise of long-term employment. Employment-at-will may be terminated with or without cause and with or without notice at any time by the Employee or by Zephyr Point Presbyterian Conference Center.

ZEPHYR POINT

MISSION: Inviting all to experience God through education, exploration, & inspiration.

VISION: A center of excellence cultivating spiritual growth, recreation, and learning in an inclusive environment of natural beauty, hospitality, and peace.

VALUES: Serving with love; Creating community; Caring for and learning from Creation; Engaging the mind, refreshing the body, nurturing the soul; Welcoming all people

Print Name _____ Date _____

Employee Signature _____

Supervisor Signature _____ Date _____

Executive Director Signature _____ Date _____