



This position is responsible for managing the Reservations and Guest Services Department and interfacing with all operations departments regarding scheduled trips and programs. Providing excellent customer service and a fun environment to our customers and staff are the top priorities of the Wilderness Voyageurs of the Reservations Director.

Requirements for the position:

Fun loving, great sense of humor, ability to multi-task well, well organized, ability to listen, communicate & manage, understanding of social media and marketing opportunities, computer literate, enthusiastic, motivated and self directed

Job duties include, but are not limited to:

1. Hiring and training of department staff
2. Manage the daily operations of the reservations call center
 - Schedule reservationists
 - Monitor and assess reservationists
 - Organize outbound sales efforts
3. Manage the daily operations of the Check-in process
 - Schedule staff
 - Cash register management
 - “fun” factor of check in process
4. Organize & maintain office systems
5. Initiate and maintain the sales function
 - Market/customer research
 - Sales calls to existing and potential clients
 - Convert incoming leads to sales
 - Involvement in social media marketing efforts
 - Schedule existing and new trade shows
 - Participate in and/ or schedule sales staff for trade shows
6. Develop sales incentive programs for reservationists
7. Managing the data entry of customer records
8. Analyzing reservations reports
9. Interface with financial department regarding customer payments
10. Partaking in Wilderness Voyageurs adventures to fully understand the products and increase your ability to sell them.

This position is a full time year round salaried position. The reservations and guest services department has approximately 10 staff at the height of the season, and the Director and 1 staff during the winter.

This position reports directly to Eric Martin, co-owner and CEO, and has considerable interface with Lynne Martin, CFO, and co-owner. During the high season, weekend shifts will occur quite frequently. During the fall and winter, overnight travel is required for attendance of marketing tradeshows throughout Pennsylvania, Michigan, and Ohio.

Participating in all of the activities offered is required so that an innate understanding of our product line is achieved.

We are in a highly competitive industry that requires an aggressive approach to the acquisition and retention of our customers. This is accomplished through attention to detail and a thorough response to our customer's needs. We are in the business of providing fun, our workplace is a relaxed environment where your ability to be creative and have a good time and be passionate about the out of doors is incredibly valued.

**Please submit your application with a cover letter, resume and references.
Letters of recommendation are always accepted**



Thank you for your interest!