

# Wilderness Voyageurs Inc.

800-272-4141

PO Box 97 Ohiopyle, PA 15470

**Department:** Reservations and Guest Services

---

**Job Title:** Reservationist

---

**Pay Rate:** Starting Range is \$12-\$14 an hour based off of experience

---

**Job Description:** This position touches our customers from before, during and after their departure. You are responsible for being their contact during the reservation process by answering any questions they might have about their trip and setting up everything in our reservation system as needed. You are there to also assist them when they arrive during the check-in process, and then after they leave by following-up on any remaining items with the customer. You are the one responsible for communicating what the customer needs with our operations teams to make sure it happens!

---

## Job Duties:

- Answering all incoming calls
- Setting up all reservations in the AdventureRES system
- Doing outbound calls to potential customers not yet captured
- Checking in the customers for their activities
- Providing guidance for customers when they are on property as needed
- Obtaining and processing payments through the AdventureRES system
- Basic operation of the POS system to assist with retail sales
- Keeping the customer database up-to-date and accurate
- Maintaining knowledge of all activities and events occurring within the company
- Promoting Wilderness Voyageurs services and amenities
- Communicating all changes and updates with the Operations Team as needed
- No job description for a position can include all duties that may be requested by the business or guest. Additional tasks beyond what is listed above may be asked of you

## Qualifications

- Comfortable working with multiple computer systems
- Ability to work flexible hours and schedules
- Passion for outdoor adventure!
- Demonstrate professionalism when working with customers at all times
- Previous customer service experience preferred, but not required.



**Wilderness Voyageurs Inc.**

800-272-4141

PO Box 97 Ohiopyle, PA 15470