

Wilderness Voyageurs Inc.

800-272-4141

PO Box 97 Ohiopyle, PA 15470

Department: Reservations and Guest Services

Job Title: Reservations Team Lead

Pay Rate: Starting Range is \$16-\$18 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:

- Assisting with all incoming calls to the main office
- Monitoring the companies reservations system (AdventureRES) and being efficient in all processes pertaining to booking activities within that system
- Collaborating with the department director and marketing team to create and achieve yearly sales goals and projects
- Assist in resolving customer complaints and issues
- Ensuring the Reservations team is compliant with company policies and procedures
- Overseeing the onsite check-in operation
- Assisting with training and mentoring seasonal staff
- Providing guidance for customers when they are on property as needed
- Basic operation of the POS system to assist with retail sales
- 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 required (1-3 years in a customer facing role, such as serving, call center, front desk or similar positions)
- Experience in a supervisory or lead role managing a team and/or projects preferred



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