

Guest Services Reservation Representative

Reports to: Guest Services Coordinator
Status: Non-Exempt, Full-Time

GENERAL DESCRIPTION

Under the direction of the Guest Services Coordinator and with a dotted line to the Vice President of Marketing, the Guest Services Reservation Representative will provide excellent, friendly proactive customer service, with an emphasis on consistent quality care to customers. The Guest Services Reservation Representative's focus is primarily on the organization's educational and public programs bookings but will also support marketing and sales events.

ESSENTIAL FUNCTIONS

- Communicates with other departments on status of reservations and facility use.
- Answers customer inquiries and greet all guest in a professional and gracious manner.
- Works diligently to fulfill all reservation requests including but not limited to:
 - Education
 - Summer Camp
 - Public Programs
 - Special Events
- Greets and checks-in guests for education, summer camps and public programs.
- Collects records and payments. Uses point of sale system for admissions and sales. Manage daily cash transactions and reconciliation.
- Responds quickly to changing priorities.
- Performs data entry for extended periods of time.
- Updates customer database using Raiser's Edge, Xola, Eventbrite, and a custom built program database.
- Responsibilities include, but are not limited to:
 - Identifies, addresses, and helps to resolve problems within Guest Services including those that deal with equipment, maintenance, emergencies, facility use, and program scheduling.
 - Effectively communicates program information to teachers and customers.
 - Works as a team member with other staff to create a positive work environment.
 - Communicates with staff, volunteers, and the public in a positive and appropriate manner.
 - Actively promotes membership to our visitors.
 - Upholds Ocean Institute and departmental policies and procedures.
- Performs opening and closing as scheduled.
- Other duties as assigned.

REQUIREMENTS/QUALIFICATIONS

- 1-2 years experience working in customer service.
- 1 year reservation experience preferred.
- Must be articulate and have excellent writing skills.
- Proficient in use of Microsoft Word and Excel. Proficiency with CRM database systems such as Xola and Raiser's Edge and transaction database such as QuickBooks or similar databases.
- Must possess a high sense of urgency, strong initiative, multitasking capability, customer centric attitude, and a high attention to detail.
- Ability to work independently and in a team, while maintaining a high standard of excellence in task completion.

- Must possess a high sense of urgency, strong initiative, multitasking capability, customer centric attitude, and a high attention to detail.
- Weekends may be required.

Job Type: Full-time

Salary: \$12.00 - \$14.00/hour

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position requires working in a variety of physically demanding and potentially hazardous environments, both on land and at sea. The employee may be required to lift objects of up to 50 pounds.
- While performing the duties of this job, the employee is frequently required to stand for extended periods of time. The employee may also be required to bend, crouch and sit.
- This job requires the use of hands to handle, control, or feel objects or tools and the use of hand and power tools.
- Specific vision abilities required by this position are perception and the ability to adjust focus.
- This position requires the employee to work outdoors, exposed to all weather conditions.

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.

- The noise level in the work environment is usually moderate. Requires occasional work where the sounds and noise levels are distracting or uncomfortable.
- Requires face-to-face discussions with individuals.
- Requires occasionally dealing with unpleasant, angry, or discourteous people.
- Requires making decisions that affect the people, financial resources and image of the Ocean Institute.
- Requires work with others on a group or team.
- Includes responsibility for work outcomes and results.
- Includes responsibility for the health and safety of others.

The statements herein are intended to describe the general nature and level of work performed by an employee, but are not a complete list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the Ocean Institute.

MENTAL & REASONING REQUIREMENTS

- Uses critical thinking skills to work with documents and spreadsheets and interpret information furnished in written, oral, diagram, or schedule form. Expert problem-solving and data-analysis skills
- Able to set goals based on available information and to plan work in order to meet deadlines
- Able to formulate appropriate responses to requests for data, services and information from internal or external customers with a wide range of personalities and demeanors
- Able to work independently and react quickly to changing priorities with a consistent sense of urgency

OTHER

- May be required to work overtime to complete work or projects
- Meets all applicable safety requirements for the position and work environment
- Completes other duties as assigned

EQUAL OPPORTUNITY EMPLOYER

Ocean Institute provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements,

Ocean Institute complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Ocean Institute expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Ocean Institute's employees to perform their job duties may result in discipline up to and including discharge.

ACKNOWLEDGMENT:

I, (print name) _____ have read and understand the above job description and agree to comply with and be subject to its conditions. I understand that Ocean Institute reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. I certify that I am able to perform the job duties as described with or without an accommodation.

EMPLOYEE SIGNATURE:

Print Name	Signature	Date
------------	-----------	------

HR DEPT SIGNATURE:

Print Name	Signature	Date
------------	-----------	------

TO APPLY

Email your resume and cover letter to marketing@oceaninstitute.org