
Reservation Specialist

Our Mission - is to provide an unforgettable vacation experience that turns guests into friends. Silence and Solitude are some of Gods greatest gifts and are a most healing and rewarding experience from the “rat race” of our fast paced world. Come to MTR to Ride, Rest & Relax!

Key Objectives & Goals:

A reservation specialist fulfills a very responsible and vital job as he or she is responsible for providing information to customers by use of telephone and email. The reservation specialist is the very first contact of how we receive business. Potential customers call in to ask questions and/or make a reservation for spending time at MTR. He/she has to provide the details about camping, tours, schedules, meals, and other important issues that affect customers/clients.

Work Hours: Full time, most weekends and holidays, includes Sundays, March – November.

Duties and responsibilities of a reservation specialist:

- The main duty is to answer phones and book customers into the campground
- Make reservations for guided trips, cabins and camping
- Responsible to make sure cabins and sites have been paid and are clean and ready
- Maintain the on line reservation system in “campground master software”
- Responsibility to advise the clients of the correct deposit amount and cancelation policy regarding bookings and reservations
- Reservation specialist also checks the sites to be sure all have paid, and folks are aware of check out times, are parked correctly and stalls are assigned correctly.
- Responsibility to make sure armbands are applied properly during our special event weekends
- He or she has the duty to provide information about Lawrence County and our surrounding area.
- Sending out email confirmations to customers coming to events
- Coordinates with housekeeping when cabin turnovers are eminent.

Reservation specialist also helps with store duties, helping customers find things and keeping store clean, when all reservation work is caught up.

Qualifications:

Previous customer service experience a plus. Experience in a similar position such as a hotel preferred. Excellent communication skills, both verbal and non verbal. Candidate should be willing to go above and beyond for our guests and have a professional, positive attitude. Previous phone and computer skills, such as Word and Excel a plus. Previous cash handling experience preferred.

To Apply:

It is important to demonstrate that you can follow directions. Please email your resume to ride@midwesttrailride.com. Put in the subject line “Reservation Specialist”