



Job Description

Department: 81 Reservations
Position Title: **180 200 - Reservationist**
Reports to: Reservations Coordinator
Reservations Manager
Director of Ticket Sales

Position Summary: The position of Monarch Mountain's Reservationist is responsible for processing and fulfilling reservations for lessons, rentals, childcare, tubing and lift tickets over the phone, online, and for walk-in and group guests in a knowledgeable, expeditious and courteous manner. The essential functions of this position include:

1. Be an effective employee within the guidelines of department and company policies, procedures and values, in fulfillment of Monarch's mission statement to "provide our guests with a quality, personalized mountain experience."
2. Work in conjunction with other employees and departments as part of the Monarch team.
3. Register guests in appropriate services following will-call and reservations.
4. Assist arriving guests according to their needs at the walk-in window and the will-call desk.
5. Assist guests in determining and fulfill the reservation of appropriate services best fitting their needs, knowledgeably and courteously answering their questions, asking for help when needed.
6. Complete phone, online and walk-in reservations, and record payment.
7. Answer phones and follow through on phone sales procedures.
8. Stay knowledgeable of all mountain happenings and products to assist guest with questions, bookings, and correct directions, including groups and events.
9. Perform daily open/close of assigned stations, balancing and accounting for all forms of payment, and producing appropriate reports.
10. Accurately complete all record keeping procedures.
11. Notify Ticket Sales Manager of operational needs for budgeting purposes.
12. Maintain the reservation window and surrounding areas so that they remain neat, clean, stocked and well organized for a professional presentation at all times.
13. Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential function listed in this description satisfactorily, with or without a reasonable accommodation. The requirements listed below are representative of the abilities, education and physical demands required to perform the essential functions of this position.

Requirements Related to Knowledge, Skills & Abilities:

1. Ability to maintain a good attitude and professional appearance, and work well with guests and other employees.
2. Ability to listen, speak clearly and pleasantly, and communicate in the English language.
3. Ability to maintain excellent customer service.
4. Good math/accounting skills and able to accurately perform cash, check, and credit card handling and processing procedures.
5. Proficient in phone sales techniques and possess general office skills.
6. Requires a working knowledge of basic computer systems and the ability to learn new software.
7. Ability to take direction and follow procedures.
8. Must be punctual and reliable.
9. Must be able to maintain high degree of confidentiality of all customer information.

Requirements Related to Education, Certifications & Experience:

1. Some reservations and/or accounting experience preferred.
2. 18 years of age and older preferred.

Requirements Related to Working Conditions & Physical Demands:

1. Requires the ability to work any day of the week, Saturday through Friday and holidays, and overtime if necessary, as agreed upon with your supervisor.
2. Requires working at high elevation (over 10,000'), and with some exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
3. Requires sitting and working at a computer for long periods of time; keying, grasping, reaching, speaking clearly and visual acuity.