

Mountain Park L O D G E S

AMETHYST LOBSTICK MARMOT
POCAHONTAS CABINS CHATEAU JASPER

POSITION: Central Reservations Agent

Offering staff accommodation, benefits and incentive programs.

Hourly Rate: \$10.50

QUALIFICATIONS:

- Minimum grade 12 education.
- One year of front desk experience preferred.
- Neat in appearance.
- Pleasing and outgoing personality.
- Good interpersonal skills.
- Good communication skills.
- Excellent telephone communication skills.
- Ability to accept direction.
- Ability to train and give direction.
- Good knowledge of computers.
- Good knowledge of front desk operations.
- Possess excellent public relations skills.
- Ability to work within a team concept.

RESPONSIBILITIES:

- Respond to telephone requests for reservations and cancellations.
- Respond to telephone requests for information.
- Thoroughly learn all rates and packages available with Mountain Park Lodges.
- Communicate all reservations, cancellations, etc., to the correct hotel.
- Direct all telephone inquiries to correct MPL Department.
- Ensure you know the Emergency Response Manual thoroughly.
- Perform duties of front desk agents when necessary.
- Ensure information handy to your workstation such as rates, packages and other information required.
- Ensure accurate room counts are kept.
- Effectively handle guest inquiries.
- Perform other related duties as directed.

GENERAL:

- The Central Reservations Clerks are often the first person potential guests speak with when considering staying at our properties. The first impression they receive from speaking on the telephone with the CRC could mean the difference as to whether or not they will book rooms and/or services with Mountain Park Lodges. The Central Reservations Clerk plays a key role in ensuring our guests have a good first impression of the Corporation, providing them with proper rates, providing them with correct information to their inquiries and in assisting the team in achieving the Mission Statement.