

# RESERVATION AGENT

Reports to - General Manager

## Job Purpose

Everything Revelstoke provides daily transfers between Kelowna Airport and Revelstoke, daily in-town transfers to and from Revelstoke Mountain Resort and sells products from activity and accommodation providers. Reservation agents are required to be friendly and efficient, helping guests find the right activities, transportation, and accommodation to fit their needs.

## Duties & Responsibilities

- Open up the office and set up correctly.
- Check voicemails and emails and respond accordingly.
- Customer Service/Communication Skills are required, including but not limited to, talk, listen and help resolve conflicts with customers.
- Take reservations for shuttles and activities.
- Perform clerical duties set by the General Manager.
- Handle complaints and respond accordingly.
- Meet with and report to the General Manager.
- Perform routine cleaning of the office.
- Hand over with other reservations staff.

## Working Conditions

- Shifts can be Part Time or Full Time.
- All shifts range between 08:30 – 20:30.
- Required to wear smart attire.
- Reservation agents are paid on a bi-weekly basis, as well as 4% vacation pay, via cheque or direct deposit.
- Training will be provided to all employees.
- Wages depend on experience. All employees are eligible for free heli skiing, cat skiing, sledding and other activities based on performance.