

Job Description:

- **Reservations Agent**

Main Purpose and Scope

- We are looking for enthusiastic and professional individuals to join our team of Reservationists. Our Office is a fast-paced environment while simultaneously maintaining a calm demeanor in stressful situations. Candidates must be willing to work days, nights, and holidays and be a team player. North Texas Jellystone Park™ staff are expected to provide exceptional service and make the reservation process friendly, fast, and professional at all times.

Reports to:

- Managers/Supervisor
- Manager on Duty in the Park

Duties & Key responsibilities:

- Inform customers of different types of lodging, amenities and the activities we offer. Park knowledge is a must and required to answer any questions and to book reservations
- Think outside the box when it comes to sales.
- Verify customer information and payment options, assign rooms or sites and respond to customers with confirmation emails.
- Collect payment at the appropriate time.
- Deal with customer service issues.
- Assist in covering for the front desk as needed.
- Communicate through the on-site guest services applications, or contact the appropriate department to handle the specific problem.
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- Make long-term guest reservations, manage contracts, and background checks.
- Must possess good communication skills
- Computer skills, property management system programs a plus
- Other duties as required