



Reservationist, Full Time or Part Time

Overview: Join our dynamic Reservations and Guest Services team at Northern Outdoors, where you will play a pivotal role in assisting guests to plan and book their vacations with us. This multifaceted position combines front desk operations, retail sales, and exceptional customer service in a bustling lodge environment. We are seeking a detail-oriented, enthusiastic individual with a passion for sales and a dedication to creating memorable guest experiences.

Responsibilities:

- Greet and assist guests with enthusiasm, providing exceptional customer service at all times
- Manage reservations and bookings through various platforms, ensuring accuracy and efficiency
- Process check-ins and check-outs promptly and accurately, maintaining a friendly and professional demeanor
- Provide information about accommodations, activities, and amenities, assisting guests in creating personalized itineraries
- Handle retail sales transactions, promoting lodge merchandise
- Respond to guest inquiries via phone, email, and in person, addressing questions and concerns promptly and effectively
- Maintain cleanliness and organization at the front desk and retail area
- Collaborate with team members to ensure smooth lodge operations, including assisting other departments as needed
- Uphold company policies and procedures, ensuring compliance with safety standards and regulations
- Continuously seek opportunities to enhance the guest experience, offering suggestions for improvements

Qualifications:

- Proven experience in customer service, hospitality, or retail sales
- Strong sales skills with a track record of achieving targets and goals
- Excellent communication skills, both verbal and written

- Ability to thrive in a fast-paced, high-energy environment while also staying focused and self-directed during periods of downtime
- Detail-oriented with exceptional organizational skills
- Team player with a positive attitude and a willingness to assist others
- Flexibility to work a varied schedule, including days, nights, weekends, and holidays
- Proficient in computer applications, including reservation systems and Microsoft Office Suite
- Physical ability to go up/down stairs, walk, stand for prolonged periods, and lift up to 30 lbs
- Previous experience with phone systems and multi-line phone operation preferred
- Knowledge of outdoor activities (specifically whitewater rafting, snowmobiling, ATVing, and fishing) and the local area a plus

Benefits:

- Employee discounts at Kennebec River Brewery, on whitewater rafting, and merchandise
- Competitive pay commensurate with experience
- Year-round employees eligible for commission
- Matching company IRA (Individual Retirement Account) contributions and paid time off (PTO) after vesting period

Join Our Team: If you are a customer-focused individual with a passion for sales and a desire to create unforgettable experiences for guests, we invite you to apply for the Reservations and Guest Services position at Northern Outdoors. Please fill out the online application found at <https://www.northernoutdoors.com/about/jobs/job-application/>

We look forward to reviewing your application!