

CUSTOMER SERVICE REPRESENTATIVE

JOB SUMMARY: Serves as a professional customer service and public relations representative, cashier and secretary, both on the phone and at the front desk. Uses advanced sales skills that convert leads into confirmed bookings. Is a member of a growing company, and therefore open to change with an emphasis on quality service and teamwork.

DUTIES & RESPONSIBILITIES:

Performs all duties described in detail in the Office Staff Manual. Examples of duties are as follows:

- Works on computer i.e.
 - Learns and uses OPRA competently (reservation program)
- Prepares for check-in i.e.
 - Prepare coffee and hot chocolate machines.
 - Set out and prepare for breakfast buffet
 - Update water levels on board.
 - Ensure front area, changing rooms and toilets are clean and tidy.
 - Ensure check-in reports are printed and up to date.
 - Ensure that each ticket has the correct number of liability releases attached.
- Day to day operations i.e.
 - Enters inquiries and reservations into computer.
 - Retrieves and answers email.
 - Replies to mail inquiries as advised by Office Manager.
 - Enters liability releases into the computer.
 - Does 'pending payments' for credit card payments.
 - Keep retail well stocked and tidy throughout the day. Restock as necessary and keep inventory up to date. Actively sells retail items.
 - Sells and collects money for CWP photographs.
- End of day and closing duties i.e.
 - Print reports for the following day (TL Report/Packing List/Rental Report/Menu's/Check-in Report)
 - Prepare check-ins for the following day (tickets and liability releases).
 - Cash out the register and transmit credit card batches.
 - Update the guide phone.
 - Clean and tidy reception and retail area. Changing rooms, and toilets (including staff toilet) and break room to be cleaned thoroughly. Take out all the trash.
 - Switch off machines (copier, printer, adding machines and shredder). Close all computers except the backup and server.
- Other duties
 - Goes to the Post Office as necessary.
 - Helps fit wetsuits when necessary.
 - Runs shuttles as required.
- Expectations
 - Must be outgoing and constantly striving to make the guest experience memorable & pleasant.
 - Answers phone in a pleasant voice to sell trips, and make reservations. Problem or unusual reservations should be referred to office manager or operations manager.
 - Is a team player maintaining a good sense of humor. Is cooperative, enthusiastic and flexible in dealing with guests and co-workers.
 - Must work well under pressure. To work long hours during rush periods and not be subject to burnout or moodiness.
 - Communicates well with owners, managers, and co-workers.
 - Performs other duties as assigned.

PERFORMANCE STANDARDS: Evaluated on thoroughness in performing duties, pleasant and helpful attitude, punctuality, dependability, ability as a team player, initiative, mature judgment, relationships with guests and co-workers, flexibility, willingness to learn, enthusiasm, computer skills.

REPORTING RELATIONSHIP: Reports to the Office Manager. In her absence, reports to the Assistant Office Manager, in her absence reports to the Co-Owner, Joe. In his absence, reports to the Operations Manager.

SCHEDULE: 30-50 hours/week average. Variable schedule with variable days off. 2-3 days off per week minimum, not necessarily consecutive. Start and finish times for workday may vary. Office hours are from 7:00am to 8 or 9pm daily.

PAY: Entry pay is \$8.00/hour + .75/hour bonus paid at successful completion of contract period. (Full-time = approx. 450 - 600 hours/season). Higher pay available for previous rafting office experience. We pay 10% commission on new business you bring to Wilderness Aware. Free rafting for you and accompanying friend or family.

CONTRACT TIME: Students must be under contract until at least the 4th day before classes start in the fall, water permitting. Non-students must be under contract until Labor Day, water permitting. Actual start and end dates will be contracted with each person. In the event that you quit or are fired, your bonus will be evenly distributed among the remaining office staff at the end of the season.

START DATE: _____ **END DATE:** _____

SIGNED: _____ **DATE:** _____

Your _____ season pay rate is _____

(plus .75c per hour bonus paid at the successful completion of your contract)