

EXPLORE TOURS

Alaska Specialist

Title of Position: Seasonal Reservations Specialist

Department: Reservations

Reports to: Reservations Manager

Overall Responsibility:

- Reservations Specialists are at the heart of our business and serve as the front line of communication with Explore Tours clientele; the travel trade as well as direct consumers. We look for employees with a good knowledge of Alaska, solid computer skills, an excellent attitude and the ability and desire to work as a team member. We are recruiting individuals who are committed to providing excellent customer service. We strive to build a team of hard-working travel experts that have a love for Alaska and the outdoors, have a great sense of humor, enjoy challenging situations, and are mature and committed to their work.

Key Areas of Responsibility:

- Direct communication, both in written and verbal form, by phone and email with clients
- Promote pre-existing Explore Tours Product Line of Alaska vacation packages
- Create customized Alaska vacation packages by combining transportation, accommodation and activity elements as requested by direct clients, travel agents or wholesale partners
- Monitoring the status of on-request elements and confirmation process for reservation elements (accommodations, transportation, activities) utilizing email and a computerized reservation system
- Collecting deposits and final payments
- Answering Explore Tours main line as needed
- Other duties as assigned

Qualifications:

- Minimum of one-year experience working in the Alaska travel industry
 - o Time as a tour guide or escort is highly desirable
- Can clearly and effectively communicate, in written and verbal form, with a variety of individuals and groups
- Strong organizational, time management, customer service and problem-solving skills and the ability to work accurately and meet deadlines with frequent interruptions
- Experience working in a computerized office environment with word processing, database and spreadsheet skills sufficient to prepare correspondence, reports and forms with speed and accuracy
- Willingness to learn and use new and developing computer programs/applications
- Open to feedback and willing to adapt as Explore Tours continues to grow
- Ability to work a variable schedule on occasion, including early mornings, evenings and/or weekends