



JOB POSTING

Posting Date: March 12, 2019

Position Title: **Reservations Agent & PBX Operator**

Reports to: Reservations Manager

Closing Date: Until filled

Respond to: Attn: Human Resources
Bandon Dunes Golf Resort
57744 Round Lake Rd. Bandon, OR 97411
Fax (541) 347-5850
jobs@bandondunesgolf.com

Job Summary:

The Reservation Agent's primary responsibility is to provide the highest standard of customer service while booking as many reservations as possible. The ideal candidate would be self-motivated, customer-focused and detail-oriented with a high degree of computer literacy, the willingness to learn new processes, and the ability to merge into a dynamic work environment. The Reservations team is committed to give all guests an exceptional first impression of the resort by being "Genuine, Helpful & Friendly" at all times, while striving to make the booking process and journey to Bandon Dunes as smooth, easy and enjoyable as possible.

Essential Duties and Responsibilities:

- Book, update and assist future reservations for new and returning guests
- Answer calls and emails in a prescribed, friendly and professional manner
- Guide each reservation to be the best possible "Guest Experience" by tailoring it to the individual or group's needs & desires for dates, lodging, tee times, caddies, itineraries, dinners, travel options and other resort activities.
- Promptly follow up with inquiries and keep track of leads who have not yet booked
- Effectively manage daily correspondence and operational tasks to exceed customer expectations
- Gather and update potential and current guest profile information to maintain a reliable database
- Contribute to the work environment in a manner that promotes positivity, teamwork, growth and success
- Be generally knowledgeable of the property and its history, management personnel and their functions
- Answer and direct calls at the multi-line PBX operator's desk as scheduled or requested
- Perform other duties as needed, including but not limited to: data entry and administrative tasks

Qualifications:

- High School diploma or equivalent required. Previous hospitality or customer service experience preferred.
- Positive attitude, friendly, personable and customer-focused
- Demonstrated exceptional written, verbal, and interpersonal communication skills



- Must possess excellent telephone and email etiquette
- Demonstrated mathematical ability
- Strong work ethic, organizational skills and close attention to detail
- Team player with enjoyment of learning
- Effective computer literacy and familiar with MS Office software. Ability to type quickly and correctly.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure
- Professional manner and appearance in all situations
- Must be able to work flexible hours including evenings and weekends as needed

Candidates interested in applying for this position must meet the minimum qualifications for the position. To apply, please forward a completed application with optional cover letter and resume prior to the closing date.

Bandon Dunes is an Equal Opportunity Employer