

## ***Reservations Coordinator***

### Job Description

<b>Department</b>	Office
<b>Supervisor(s)</b>	Management
<b>Position Term</b>	Full-time, year-round

**Position Description** The Reservations Coordinator oversees all aspects of the marketing and reservation process for individuals, travel agents, and groups. This includes managing advertising, social media, and website content for Camp Denali, North Face Lodge, and Parkside Guest House. He/she works closely with the Office Coordinator to answer phones and email, confirm reservations, monitor and process payments, process mail, respond to information requests, and update the reservations system as necessary. He/she also maintains partnerships with a handful of travel agents and group partners through monitoring advertising coverage of our lodges, processing image use contracts, and managing group block inventory. Winter hours comprise a 35-hour workweek; summer workweeks are 50+ hours. All coordinators complete tasks as indicated on office timeline. Additional duties are determined by coordinator's skills and company needs.

**Compensation** Salary is commensurate with training and experience. Six weeks of paid time off (PTO) is available during the first winter (mid-September to mid-May) and increases to eight weeks the third winter. A high-deductible group health insurance plan, which can be paired with an employee-funded Health Savings Account (HSA) is offered. There are no charges for room or board during the summer season. Summer guest gratuities are pooled and divided equally among all staff, amounting to approximately \$350/person/month.

#### **Major Functions**

- Answer telephone and email inquiries
- Enter reservations in database and maintain reservation books
- Receipt and monitor payments
- Market Camp Denali, North Face Lodge and Parkside Guest House to guests and agents
- Manage advertising coverage and maintain website content
- Oversee social media strategy (including Facebook, Twitter, and Pinterest)
- Cultivate and maintain relations with travel agencies, group organizers, and partners
- Maintain group reservations
- Understand and support the DNPWC, Ltd Mission

**Knowledge, Skills, & Abilities** B.A or B.S., preferably one with business or marketing emphasis. Strong computer skills with experience in a Mac environment preferred: Microsoft Office, InDesign, FileMaker Pro, Photoshop. Familiarity with social media (Facebook, Twitter, Pinterest). Comfortable talking extensively on the phone. Guest service or customer service experience required, reservations experience desired. Demonstrated attention to detail and thoroughness in past work experience. Exceptional verbal and written communication skills. Attends to quality of work and completes in a timely manner. Initiative to notice need or space for and undertake new projects. Professional attitude, language, and approach to tasks. Strong

team player, willingness to fill in as needed. Knowledge of Alaska, Anchorage, and Denali National Park desired.

**Other requirements** Interest in living and working in two remote communities for a small, family-owned and operated business: summer in the heart of Denali National Park, and winter just outside the park entrance. Willingness to pitch in as needed, sometimes outside of regular work hours.

**Working Conditions & Physical Demands** Computer work, long periods sitting at a desk. Extensive time speaking on the phone. Summer season: additional physical demands depending on other tasks assigned.