

Job Description

Whitefish Outfitters & Tours

Title: Reservations & Sales Agent
Status: FT/Seasonal- May-September
Wage: \$17/hour DOE

Reports to: Owner, General Manager, Operations Manager
Employees Supervised: Yourself



About Us

Whitefish Outfitters and Tours operates year-round guided tours and excursions for guests visiting the area. These include driving tours, hiking tours, e-bike tours, rentals, and more. Summer is our busiest season.

Job Summary

The Reservations/Sales Agent is responsible for answering all phone calls and emails in a timely manner. They are responsible for taking new reservations, managing existing bookings, and handling all new inquiries and bookings throughout the summer. In addition, they are required to set guests up with e-bike and bike rentals, rent bear spray, and assist guests with any purchases that occur in our storefront.

The hours of operation will run from 9 am to 5 pm.

Whitefish Outfitters will employ 2, full time reservationists for the summer season. One agent will work Friday-Tuesday, the other will work a Friday/Saturday/Sunday (or more, as business requires).

General Expectations

- Answer guest questions, emails, and phone calls in a friendly and timely manner.
- Assist with trip planning to promote our offerings, as well as provide general information about the area.
- Enter new bookings into the reservation system, take payments.
- Assist guests who walk into the shop with questions or any retail purchases.
- Keep the front store tidy and clean- sweep, wash windows, water flowers, take out trash.
- Send out daily e-bike rentals and instruct guests on proper e-bike safety.
- Perform safety checks on bikes prior to renting and as they return.
- Open/close the shop and building as directed.
- Submit weekly requests for retail items to management as you run out.
- Follow all policies and procedures set forth by management.

Our Ideal Candidate

The reservations agent should be a friendly, people-person. You will need patience and kindness to succeed in this role. 99% of our clients have never been to this area and need help with trip planning and general area information. On average, you'll spend 20-45 minutes on the phone with any given client.

Kindness is a massive part of our business model.

This person should have excellent time management skills and be an efficient multi-tasker with the ability to prioritize and move between tasks seamlessly.

For example, you're responding to an email when the phone rings- which you answer. The guest wants to talk about a trip in September. They are very confused about the reservation system in Glacier and just want to talk to someone. Three people walk in the front door wanting to rent e-bikes for the day and need help finding where to ride in Whitefish.

It is the reservation agent's job to prioritize each task while making each guest feel welcome.

A Typical Day: Opening (1-2 hours)

- Arrive at the office at 8:45 am- it will likely be unlocked because guides will be getting ready for their trips.
- Turn on the front lights, unlock the front door, set out our outdoor display. Log onto computer and open the reservation system.
- Get any bikes ready for rental with batteries and helmets. Check the reservation system to see which guests have already signed waivers and which guests need to sign waivers. Perform bike maintenance checks, log any notable concerns on the maintenance log.
- Check for voicemails. Go through each one, take down the number and details, then delete unless they require management's attention.
 - o You will respond to calls in order of importance- immediate, day-of requests should be answered first, etc.
- Answer any emails, move through the current weeks' worth of bookings and confirm guest pick up locations and other important trip details like meals.

A Typical Day: Morning-Afternoon (2-4 hours)

- Answer calls and emails as they come in. Answer questions or set up rentals as guests walk into the shop.
- Sweep/mop when slow.
- Water flowers, clean windows.
- Organize the guide kitchen- add more drinks to the fridge, refill snack bins, take out trash.
- Take lunch orders for the next days trip.
- Perform other tasks as requested by management.

- If phones and emails are slow- reach out to hotels in the area (list provided) and let them know what we have available for the week- rentals and tours.

A Typical Day: Closing (45 minutes)

- Ensure that all rental bikes have returned, place batteries on chargers, perform the nightly safety check, make notes.
- Leave any notes if you are not returning tomorrow.
- Close/lock up the building before departure.