

## **Reservation Specialist (seasonal)**

The Flying W Ranch is seeking a customer service-oriented, bright, and friendly person to join us on our Reservation Department to provide exemplary customer service to our guests as well as excellent administrative skills to help support our team.

The ideal candidate will have some experience in call-center ticketing and have a welcoming and friendly attitude. We're looking for a thorough, efficient person with the initiative to work independently and as part of a team. Please note that this position requires sitting or standing for long periods of time using a computer.

As part of the Flying W team, you will answer phones and emails, and assist customers in booking reservations for our authentic Chuckwagon Dinner & Show events. You will accurately record customer information, including payment information, and advise customers on ticket delivery, timetables, and pricing. You help customers by altering reservations, as necessary. Our ideal candidate has impeccable phone and email manners, strong communication and customer service skills, and keen attention to detail.

### **Reservations Specialist Duties and Responsibilities**

- Answer phones and assist customers in making or altering reservations.
- Perform administrative duties, including mailings, notifying patrons of changes to performance. schedules, data entry/cleanup, and replying to/preparing patron emails.
- Answer queries about our programming, special events, facilities, and website via phone and email.
- Accurately record customer information and charge credit cards upon successful reservations.
- Create and print reserved signs, banners and other documents as needed.
- Assist with other duties within the main venue or grounds as needed.
- Ability to perform in a fast-paced and sometimes stressful working environment.
- Good team player, self-initiative, and strong sense of responsibility.
- Willing to become, or already knowledgeable of, other local area attractions, hotels, restaurants, routes to and from the ranch.

### **Reservations Specialist Requirements and Qualifications**

- Excellent oral and written communication skills.
- Strong computer proficiency and email communication skills.
- Attention to detail and the ability to resolve customer issues.
- Demonstrated ability to listen, elicit information efficiently, comprehend, and resolve complex patron requests.
- Thorough and accurate multi-tasking.
- Ability to deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, positivity, and courteousness.

- Ability to work independently.
- Experience with credit card transactions.
- Experience with Customer Service.
- Previous Call Center or Box Office experience preferred.
- Knowledge of/experience with ticketing platforms preferred but not necessary.
- Bilingual a plus.
- Ability to work varied shifts, including evenings, weekends, and holidays.
- High School Diploma or equivalent.
- This position will require sitting or standing for long periods of time using a computer.

Job Types: Full-time, Part-time, Temporary

Salary: \$14.50 - \$16.50 per hour

Benefits:

- Employee discount

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday
- Night shift
- Weekend availability