

Job Description for: **Lead Reservation Agent (Seasonal)**

Reports to: Reservations Supervisor and Reservations Manager

Employment: Full Time Seasonal

General Duties:

- Assist with training Reservation Agents, including initial training and continuous on the job training
- Assist in maintaining Reservation Manuals and all pertinent reservation information, including but not restricted to unit information, Big White product information, air bookings & flight information & private business information
- Assist with reservation staff schedules
- Assist with daily supervision of Reservation Agents
- Assist Agents with difficult & problem calls and emails and take over calls and emails whenever necessary
- Ensure accurate information is provided to clients with respect to all products including accommodation, lift, lesson, rental, tours and activities and responsibilities associated with this area
- Compile, review and distribute various reports, to include Source of Business, Market Code, Change Wanted, Deposits Due, Final Payments Due, Ski School and Rentals Booked and any other required report
- Update and review RDP help screens
- Review reservations made by agents and IRM; general and individual booking patterns
- Trouble shoot & problem solve within parameters given by Reservation Supervisor & Reservation Manager
- Periodic meetings with Reservations Supervisor & Reservations Manager to review agent performance, booking trends and any other relevant topics
- Assist in creating specials and ensure agents are aware and educated on each special
- Assist with maintaining and improving IRM
- Any other reasonable requests as made by the Reservations Supervisor or a Central Reservations Manager

Other Duties:

- Answering phones and making direct bookings when necessary
- Ensure office clean up is completed each Friday
- Assist with Familiarization (FAM) Tours when necessary
- General office duties
- Weekly report to Reservations Supervisor, Reservations Manager and General Manager

Lead Reservation Agents are initially hired and trained as Reservation Agents.