

EXPLORE TOURS

Alaska Specialist

Title of Position: Reservations Specialist

Department: Reservations

Reports to: Reservations Manager

Overall Responsibility:

- A Reservations Specialist will be the front line of communication with Explore Tours clientele; the travel trade as well as direct consumers. A reservations specialist will focus on selling both pre-packaged Explore Tours itineraries and products as well as developing customized Alaska vacation packages. A reservations specialist will prepare itineraries with various modes of transportation, accommodations, activities and provide the associated cost for packaged services to the client. In addition to the creation and sale of Explore Tours products and packages, reservations specialists will collect and process payment and assist in preparation and dissemination of the appropriate guest documentation for confirmed itineraries.

Key Areas of Responsibility:

- Direct communication, both in written and oral form, with Explore Tours clients.
- Making and managing reservations from direct clients, travel agents or wholesale partners
- Promote pre-existing Explore Tours Product Line of Alaska vacation packages to interested parties
- Create customized Alaska vacation packages by combining transportation, accommodation and activity elements as requested by clients
- Monitoring the status of on-request elements and confirmation process for reservation elements (accommodations, transportation, activities)
- Collecting deposits and final payments
- Create and deliver finalized travel documentation to the Explore Tours client(s)
- Answering Explore Tours main line as needed
- Other duties as assigned

Qualifications:

- Minimum of one-year experience working in the Alaska travel industry
 - o Time as a tour guide or escort is highly desirable
- Clearly and effectively can communicate, both in written and verbal form, with a wide spectrum of individuals and groups
- Strong organizational, time management, customer service and problem-solving skills and the ability to work accurately and meet deadlines with frequent interruptions

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- Experience working in a computerized office environment with word processing, database and spreadsheet skills sufficient to prepare correspondence, reports and forms with speed and accuracy, including the willingness to learn and use new computer programs/applications
- Ability to work a variable schedule on occasion, including early mornings, evenings and/or weekends

Terms of Employment:

- Compensation DOE