

# EXPLORE TOURS

## Alaska Travel Expert

Title of Position: Alaska Travel Expert/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. This position will focus on selling pre-packaged Explore Tours itineraries and products advertised on the official Explore Tour website as well as curating customized Alaska vacation packages. A Reservations Specialist will be responsible for utilizing the Explore Tours computerized reservation system to aid in assembly and management of proposals (Option), quotes and active reservations. Additionally, the Reservation Specialist will provide the accompanying documentation with all proposals, to include but not limited to a written itinerary description to outline the day to day services included in the itinerary, the booking terms & conditions, as well as the associated package cost. A Reservations Specialist will collect and process client payment and assist in the 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
- Professional oral and written communication with members of other members of the Explore Tours team
- Prompt response to all inquiries received or assigned by the Reservations Manager
- Promote Explore Tours Product Line of Alaska vacation packages to interested parties
- Create customized Alaska vacation packages within the Explore Tours Reservation system by combining transportation, accommodation and activity elements as requested by clients
- Monitoring the status of on-request elements and confirmation process for Quote and Active reservations
- Collecting deposits and final payments per the timeline outlined in the Explore Tours reservations manual
- Distribute finalized travel documentation to the Explore Tours client(s) per the timeline in the Explore Tours manual and in partnership with the Operations team
- Answering Explore Tours main phone lines
- 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
- Can clearly and effectively communicate, in written and verbal form, with a variety 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
- 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
- Willingness to learn and use new and developing computer programs/applications
- Open to feedback and willing to adapt as Explore Tours continues to grow

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- Ability to work a variable schedule on occasion, including early mornings, evenings and/or weekends

## **Compensation:**

- Hourly Wage, DOE
  - o This position is intended to be year-round (12 month), full time (40 hours a week)