

# JOB DESCRIPTION

## THE ALASKA COLLECTION

Job Title:	RESERVATIONS MANAGER
Job Code:	ACR00
Department:	RESERVATIONS
Work Location:	ANCHORAGE, AK
Reports To:	REGIONAL DIRECTOR OF REVENUE MANAGEMENT
FLSA Status:	EXEMPT
Position Status:	FULL-TIME

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## PURSUIT COLLECTION

We wake up every day to greet glaciers, mountain peaks and pristine lakes. At Pursuit, we live the dream. We're united by an intrinsic love of exploring that can't be confined by physical borders. Together, Pursuit team members and guests create inspiring memories they will share with their friends and families for years to come. It's all about sharing our amazing destinations.

We have gathered a collection of adventure travel experiences, each of them thoughtfully united by their power to inspire and invigorate. As a brand, Pursuit weaves elements of wonder and amazement across our range of awe-inspiring experiences.

- / Our vision is to be the world's leading provider of experiential adventure travel
- / Our mission is to connect guests and staff to iconic places through unforgettable, inspiring experiences

## SUPERVISES

- / Tour Consultants
- / Vendor/Inventory Coordinators
- / Quality Control Coordinators

## JOB SUMMARY

Manages daily operations of the reservations department including all aspects of the Anchorage call center and 4th Avenue retail storefront to ensure an effective, efficient and sales oriented operation. Manages reservations related to accounting procedures and transfer processes (if any), and provides support to The Alaska Collection (TAC) management, marketing and sales personnel in furthering company-wide objectives. Serves as a "super user" for the central reservations systems and supports ongoing system development, as required. Oversees quality control for company-wide reservations.

## ESSENTIAL JOB FUNCTIONS

Major Activities (Typical Duties/Responsibilities):

- / Hires, trains, schedules, and supervises all Reservations staff; ensure staff is properly trained with regard to company policies and procedures, product familiarization, system use and selling techniques
- / Handles guest complaints, balancing company objectives and reputation

- / Generates and maintains weekly reports for internal distribution, including call volume, advanced booking and related statistics
- / Serves as a central reservations system “super-user”; provides communications and training for new processes to appropriate staff; updates system training manual as required; supports ongoing development of reservations software system
- / Manages and maintains system of quality controls to ensure integrity of advanced reservations
- / Supports management, sales and marketing in furthering company-wide objectives
- / Assists supervisor in other duties assigned
- / Ensures accurate records of all accounting procedures
- / Ensures petty cash till is accounted for, including expense reports/receipts
- / Works with TAC Accounting staff to ensure proper accounting techniques for refunds, etc.
- / Ensures timely and accurate submission of timesheets
- / Provides daily monitoring of customer payments including overdue payments and deposits

Skills + Abilities:

- / Experience with reservations software is preferred. Experience with Maestro Property Management System is preferred
- / Experience working in the tourism industry in Alaska, including extensive interaction with large and small tour operators, industry organizations, and lodging and attraction vendors
- / Knowledge of standard travel industry space blocking practices, commission structures, vendor agreements, and inventory control procedures
- / Knowledge of Alaska geography, highways, and standard tour routes. Familiarity with top Alaska travel attractions, especially in the Southcentral and Rail Belt areas of the state
- / Experience working on PCs and with reservations software and relational databases. Experience with current versions of Windows, Microsoft Excel, and Word
- / Supervisory skills and experience, with knowledge of standard hiring and human resources practices
- / Ability to train new staff in a timely manner
- / Excellent written and oral communication skills
- / Ability to manage multiple projects and deadlines. Ability to work flexible hours and be a self-starter capable of working independently

Physical Abilities:

- / Ability to work long hours; including evenings, weekends and holidays
- / Sitting and/or standing and working on a computer for long periods required
- / Frequent loading and unloading of equipment, at times in excess of 50 pounds
- / Frequent travel to Alaska Collection properties required
- / Ability to work and travel in all weather conditions

Minimum Qualifications:

- / Undergraduate degree in Tourism, Business Administration, Marketing or Accounting

- / 5 years' experience in Reservations Management, Tour Inventory Control, Hotel Reservations or Inventory Control; or any combination of training and experience that provides the required skills, knowledge and abilities
  - / Ability to obtain entry to Canada required
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