

MT HOOD VACATION RENTALS

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Careers@mthoodrentals.com

Job Title: Reservation Sales & Front Office Specialist
Employment: Full Time
FLSA Status: Non - Exempt
Reports To: Business Manager

POSITION SUMMARY

- Actively engage in selling reservations to guests and processing reservation payments and correspondence – about 50% of the time
- Assist in maintaining an organized, efficient and professional office environment – about 50% of the time
- Provide staff support in the form of clerical and related office / guest services
- Provide services to customers over the phone, via email and in person
- Assist in owner and vendor relations as needed
- Perform rental home inventories and delivery of supplies
- Perform regular vacation rental inspections

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provide information regarding vacation rental homes and availabilities to current and prospective guests over the phone, via email and in person
- Make guest reservations for vacation rentals over the phone, via email and in person utilizing proven selling techniques
- Confirm online bookings with guests
- Process reservations, including sending reservation and confirmation letters and running credit card charges as well as maintaining communications with guests prior to arrival, during their visit and after departure
- Provide concierge assistance to guests regarding services, recreation, restaurants and other activities
- Assisting guests with problems utilizing in-office resources, online resources and troubleshooting
- Collect funds for rent, taxes, fees, lift tickets, etc. from customers
- Write and send Thank You cards to guests weekly
- Set up and prepare homes in advance of guest check-ins
- Prepare guest check-in materials; Set-up after-hours check-in materials with a high level of accuracy
- Provide friendly customer service to guests at check-in, throughout their stay, at check-out and after departure
- Take accurate inventory of homes and insure timely and accurate delivery of rental supply inventory to homes
- Pick up and distribute mail daily
- Take prepared bank deposits to bank daily; balance petty cash daily
- File, process and reconcile Vacation Rental Damage Protections Claims in a timely fashion
- Enter owner maintenance and trash removal payables weekly
- Maintain files on a daily basis
- Maintain all areas of office building in neat, tidy, clean and organized fashion (front office, storage room, file cabinets)
- Perform errands and special projects as requested by supervisor
- Observe established policies and procedures
- Perform other job duties including but not limited to housekeeping, grounds and hot tub maintenance or other property management functions as requested by supervisor
- Be available for on-call emergency after-hours phone calls responding to guest concerns quickly and efficiently (24/7/365 – shared responsibility)

QUALIFICATIONS

- Proven success with direct sales; ability to overcome objections, offer alternatives and close the sale
- Good listener and persuasive problem solver focused on the end result of increased sales revenue coupled with exceeding guest satisfaction expectations
- Relishes the “win”; utilizes metrics measurements for tracking sales goals and lead conversions
- Internally motivated; takes initiative and achieves goals with little or no supervision
- Successfully multi-tasks, managing many small tasks or processes with attention to the details; likes to stay busy and seeks out projects to complete
- Manages stress, maintains focus and positive attitude amidst change or under pressure
- Enthusiastic and loyal team worker; understands the relationship of each team member’s responsibilities for mutually beneficial end results
- Familiar with the Mt Hood area including recreational opportunities

EDUCATION AND EXPERIENCE

- Prefer minimum of two (2) years’ experience working in direct customer sales in a professional office environment. Experience at the Front Desk / Office and Reservation Sales in lodging, hospitality or tourism industry is a plus.
- Prefer minimum of two (2) years’ experience working with Windows Operating Systems, Microsoft Office Products, and Internet. Experience with reservation and property management software applications and data entry / sales tracking software applications (Escapia & Navis preferred) is a plus.
- Prefer minimum of two (2) years’ experience working in an office setting performing clerical and administrative functions including receiving and sending correspondence via email, fax and mail; using Excel spreadsheets; performing basic desktop publishing; searching for information on the Internet; answering phones and returning phone calls; greeting customers and serving their needs. Must be able to touch type at 35-40 WPM.
- High School Diploma or equivalent. Advanced education in hospitality and tourism, reservation sales and customer service a plus.

INTER-RELATIONSHIPS

- Contact with all levels of personnel within company, temporary help, homeowners, clients, customers, vacation rental guests, vendors and contractors.

WORKING CONDITIONS

- Requires weekends and holidays regularly and occasional evenings.
- Requires some travel for professional seminars. (Generally in Oregon - however may include air travel and overnight stays - 1 or 2 times a year.)
- Requires use of reliable personal vehicle to perform job duties throughout the Villages of Mt. Hood including during winter months
- Requires a valid Oregon State Drivers’ License and clean driving record (DMV Non-employment Driving Record required upon hiring)
- Requires a valid vehicle registration and personal insurance of \$100,000 Personal Loss & Injury (up to \$300,000) and \$100,000 Property Damage

COMPANY STANDARDS

- All company information including but not limited to records, data, procedures and operations as well as any information, data and records pertaining to temporary help, homeowners, clients, customers, vacation rental guests, tenants, vendors, contractors and all employees will be kept strictly confidential during the entire period of employment as well as after termination of employment.
- The highest standards of accuracy will be maintained in all data recorded and work performed.

- All temporary help, homeowners, clients, customers, vacation rental guests, vendors and contractors and any other person contacted on the telephone or in person will be treated in a friendly, personable and professional manner.
- Neat and well-maintained attire, hair and appearance to be maintained at all times. Uniform and dress code in accordance with personnel policies to be maintained at all times.

PHYSICAL JOB DESCRIPTION

Typical Working Conditions:

Works indoors in an office setting. Prolonged periods of sitting in an office setting and / or physical movements including carrying, lifting and folding laundry. Repetitive movements such as answering the telephone, typing and filing.

Equipment Used:

Office equipment, telephone system, computer, basic hand tools.

Essential Physical Tasks:

Requires regular visits to vacation rentals to prepare for guest arrival and perform inventories. Occasionally requires assistance with housekeeping and maintenance departments. May require some lifting, carrying, pushing and pulling of items up to 40 pounds.