



Job Description - Reservation Agent

Black Tie Ski Rentals is seeking proactive and energetic individuals who share our love of the mountains and possess an entrepreneurial spirit. Ideal candidates enjoy working in a great team atmosphere and are passionate about providing impeccable customer service to our guests.

Position Summary:

We are looking for detail-oriented Reservation Agents to assist our customers with their booking needs. Whether fielding an inbound call, working with a hotel concierge, or speaking with a Guest about a switch out, the Reservations Agent must consistently deliver the highest levels of customer service. The Agent will also work with our Ski Techs to ensure they have the information they need so that their delivery process can run flawlessly. Duties will include but are not limited to; taking in-person, phone and email reservations from customers, processing office paperwork, replying to customer inquiries, coordinating/assisting operations staff and completing daily and ongoing administrative tasks. To be successful as a Reservation Agent you must be able to work with minimal supervision and have excellent customer service skills.

Responsibilities:

- Booking reservations by phone and through other methods (email, online, third party, ect.)
- Effectively explaining and selling our service and offerings (what we do and the equipment we carry)
- Maintain a solid understanding of the equipment we carry, and the best type of equipment for different types of skiers and riders.
- Mastery of reservation software and utilization of scheduling software (collecting and inputting customer information and processing online reservations).
- Handling all correspondence with current and future guests (answering phones, returning voicemails, responding to emails)
- Processing payments and sending confirmation details to customers.
- Sorting out any issues that may arise with bookings or reservations.
- Providing support to customers who may need to amend or cancel a reservation.
- Act as a liaison between Black Tie Guest and ski technicians to accomplish deliveries, equipment pick-ups and equipment switch outs in a timely manner.
- Process paperwork (filing and organizing all completed fits).
- Communicating with Ownership, General Managers, and Ski Technicians.
- Helping to maintain cleanliness and organization of office space.
- Maintain a professional and courteous attitude towards all guests
- Provide excellent customer service and the best possible experience for all Black Tie guests.
- Be proactive and take ownership of situations while anticipating and responding to customer needs and wants.

Skills:

- Possesses strong computer & phone skills.
- Excellent written and verbal communication skills.
- Multi-tasking and time-management skills, with the ability to prioritize tasks.

- Customer-service experience
- Have a positive attitude and a team player mentality.
- Able to lift up to 25 lbs. occasionally.
- Must be able to sit almost continually during your shift.
- Able to work through winter season and during winter and spring holidays periods.

***Job specifications such as compensation vary at different Black Tie locations. Please reach out to a specific Black Tie branch to get more details.

If you're passionate about skiing or snowboarding and enjoy sharing that passion with guests of our mountain community, this could be a great opportunity for you. Please email a resume with references if you are interested in joining our team.