



## **Job Description Reservations Lead**

A Reservations Lead at Stan Stephens Cruises coordinates the seasonal management of our reservation counter including managing customer service interactions, coworker training, and office management. Our reservation office is the first contact point our customers have with our company, whether it is in person, on the phone or via an email. Therefore, the primary responsibility of a person in this position is to develop and manage the systems to ensure that the booking process meets guests and business needs. This is a seasonal position that is based on the individual employee's letter of agreement.

Job Duties (include but are not limited to):

- Answering questions guests have on the phone, in an email or in person
- Answering questions for traveler's journeys through Alaska and in particular Prince William Sound
- Learning the reservation system and how to navigate about it
- Train co-workers on the reservation process and tours of SSC
- Developing an "expert" product knowledge of SSC products
- Taking reservations
- Create systems/processes for office operations and maintenance
- Assist coworkers with daily settlements, reports and questions
- Assisting with the on-time departures of each vessel, including check-in
- Coordinating and participating in staff meetings
- Gaining a general knowledge of Valdez, Prince William Sound and Alaska
- Be able to lift a minimum of 50 lbs.
- Be able to twist, kneel, crawl and climb, as the job requires

Typical Schedule

- April: Average of 4-5 hours daily, 5 days a week.
- May 1 - 15: Average of 8 hours daily, 5 days a week, may include weekends.
- May 16 - September 17: 8 hours daily, 5-6 days a week, may include weekends.

Profile (The person filling this position needs to have the following skills/experience):

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|--------------------------------|---|
| ✓ Certified in CPR/First Aid   | ✓ No controlled drug-use – is able to pass pre-employment and random screenings |
| ✓ Clean and neat in appearance | ✓ Customer Service skills   |
| ✓ Training & Team Experience   | ✓ Good communication skills   |
| ✓ Organizational skills        | ✓ Punctual, reliable and industrious  |
| ✓ Multiple task management     |   |
| ✓ Computer & Phone Experience  |   |
| ✓ Cash handling experience     |   |

**Please submit a resume and standard application to the below contacts.**

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