

Reservation Specialist

TITLE: Reservation Specialist

SUMMARY: Under the general supervision of the Director of Guest Services, the Reservation Specialist is the primary point of contact for ZPPCC Cabin Guests, processing reservations and aiding throughout the booking process from inquiry to departure. The Reservation Specialist will have a genuine interest in and compassion for the mission of Zephyr Point Presbyterian Conference Center, its growth and expansion, and be familiar with all facets of Zephyr Point organization, programs, and facilities to effectively interpret and provide services to guests and staff.

STATUS: Full-time

CLASSIFICATION: Non-Exempt

REPORTS TO: Director of Guest Services

DIRECT REPORTS: N/A

ESSENTIAL FUNCTIONS OF THIS POSITION:

- A. Process individual cabin reservations to maximize usage in alignment with Zephyr Point mission and booking guidelines. Process occasional individual guest room reservations.
- B. Serve as liaison between guests and Zephyr Point staff, answering questions and distributing information throughout the booking process.
- C. Answer phone and email inquiries about availability, policies, and accommodations.
- D. Utilize booking software to construct and manage booking agreements, process payments, and maintain detailed records of all reservation activity. Maintain organized files (agreements, communications, event notes), update records, and monitor data accuracy.
- E. Distribute reservation details to relevant Zephyr Point staff.
- F. Handle guest needs, special requests, complaints, and suggestions; communicate effectively to ensure positive experiences and coordinate maintenance or service requests.
- G. Communicate with guests about overdue items, special requests, cancellations, and refunds; follow up post-stay for feedback and rebooking.
- H. Conduct check-in process for Saturday cabin arrivals in peak season.
- I. Maintain and manage a waitlist for peak season.
- J. Conduct site visits and tours as requested.
- K. Cover the Front Desk as needed including greeting guests, answering phones, monitoring emails, conducting check-ins/outs, opening/closing the office, etc.

- L. Assist with updates of facility and rate information across platforms (website, email, printed materials, signage, etc.).
- M. Monitor guest evaluations, identify trends, and produce/distribute reports.
- N. Support the development and fair administration of booking policies and procedures.
- O. Crosstrain in other Guest Services roles for operational flexibility. Train other Guest Services staff on cabin reservations.
- P. Support marketing efforts to attract new guests and further Zephyr Point's mission.
- Q. Other duties as assigned*

KNOWLEDGE, SKILLS, AND ABILITIES

- A. Ability to manage time and priorities effectively, meet deadlines, and carry out detailed plans while organizing and processing heavy volumes of seasonal work.
- B. Ability to maintain strong attention to detail despite regular interruptions.
- C. Ability to build and maintain positive relationships with individuals of varying ages, personalities, and interests.
- D. Ability to read, write, and speak clearly to communicate effectively with guests and staff.
- E. Ability to communicate professionally in both oral and written form; proficient in Microsoft Office and database management systems.
- F. Ability to exercise discretion and sound judgment when handling confidential information and sensitive situations.
- G. Ability to work well with others as a team member, with a demonstrated and documented record of collaboration.
- H. Ability to project a positive, outgoing personality and convey enthusiasm to guests and staff.
- I. Ability to uphold a strong reputation in administrative and hospitality settings.
- J. Ability to maintain a flexible schedule—including occasional evenings, weekends, and holidays—while primarily working a Tue-Sat daytime shift.

QUALIFICATIONS:

- A. High-school diploma required; applicable college courses preferred
- B. Minimum two years' experience in guest services, administration, event coordination or related field
- C. Maintain a valid driver's license and insurable driving record; must have a reliable means of transportation in all seasonal weather conditions

PHYSICAL AND MENTAL DEMANDS

Physical Demands: The essential functions of the position may require **frequent** long periods of sitting and standing; repetitive use of both hands and finger dexterity in both hands, handle or feel, grasp and hold and cut; see, talk, hear; reach with hands and arms; and walk upstairs and inclines.

The employee is **occasionally** required to twist, stand, walk, climb or balance, stoop, kneel, crouch, or crawl. **Occasionally** required to lift and/or carry up to 25 pounds. Specific vision abilities **frequently** required by this job include close vision, distance vision, peripheral vision, depth

perception, and ability to adjust focus. The employee is required to walk on unstable grounds and **occasionally** up to a mile within and around the camp/conference center.

Mental Demands: The essential functions of the position require the ability to read and write complex material, perform simple and complex math calculations, and the ability to perform simple and complex tasks; perform clerical functions, compile and analyze information; coordinate activities, supervise and instruct others; follow instructions, influence others, meet time requirements, memorization, problem solving through use of independent judgment and decision-making skills.

WORK ENVIRONMENT

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. The employee is occasionally exposed to moving mechanical parts, toxic or caustic chemicals, outside seasonal weather conditions, and risk of electrical shock. The noise level in the work environment is usually moderate. Work will entail the use of computer equipment. The employee works alone, with others, around others, with verbal and face-to-face contact.

***The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties and skills required of employee(s) so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of Zephyr Point Presbyterian Conference Center.** Zephyr Point Presbyterian Conference Center abides by employment at-will, which permits the Company to change the terms and conditions of employment with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties, and location of work. Neither this job description nor any other written or verbal communications are intended to create a contract of employment or a promise of long-term employment. Employment-at-will may be terminated with or without cause and with or without notice at any time by the Employee or by Zephyr Point Presbyterian Conference Center.

Zephyr Point

Mission

Inviting all to experience God through education, exploration, & inspiration.

Vision

A center of excellence cultivating spiritual growth, recreation, and learning
in an inclusive environment of natural beauty, hospitality, and peace.

Values

Serving with love

Creating community

Caring for and learning from Creation

Engaging the mind, refreshing the body, nurturing the soul

Welcoming all people

Print Name _____ Date _____

Employee Signature _____

Executive Director Signature _____ Date _____