



## CUSTOMER SERVICE & SALES SPECIALIST

**Reports to:** General Manager

**Department:** Operations

**Job Purpose:** Customer Service and Sales Specialists are our front-line for customer inquiries, bookings, and service. Specialists are responsible for taking online and over-the-phone bookings, answering customer inquiries, maintaining tour departure schedules using an online reservation system and planning special events. On-site specialists are responsible for greeting customers, checking-in individuals and groups, assisting with retail sales, and preparing individuals and groups prior to using the course.

Applicants must be personable and have a strong customer service and retail sales orientation. Strong oral and written communication skills are a must. Applicants must be comfortable with Windows operating systems, Microsoft Word and Excel, Gmail, social networking sites like Facebook, and be capable of learning new software applications. Training will be provided.

### Key Responsibilities and Accountabilities

1. Establish a warm and friendly relationship with guests in person, on the phone, or through e-mail
2. Manage reservations through an online booking engine
3. Be knowledgeable of all aspects of the tour and properly answer all customer inquiries
4. Assist customers in booking tours
5. Plan, coordinate, and carry out special events
6. Assist with retail sales including the management of cash, credit cards, and POS system and maintain a retail storefront
7. Help prepare guest to use the course
8. Solve problems that invariably arise with logistics, tour coordination, large group booking, rescheduling, and customer service issues.
9. Compose and send out correspondence
10. Maintain and update social networking sites for the company
11. Manage online photo gallery and sales of tour photos to customers
12. Assist other staff in job duties
13. Assist with facility upkeep and maintenance including cleaning, organizing, and grounds maintenance

### Minimum Requirements

- High school degree or equivalent
- Proficient computer skills including MS Word, MS Excel, Gmail, and maintenance of Social Networking Sites
- Strong customer service orientation
- Ability to establish warm and friendly relationships with guests
- Strong oral and written communication skills
- Maintain professional appearance at all times and represent the company in a positive way
- At least 18 years of age





**Disclaimer:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, but to convey an idea of the role and type of job responsibilities that will be required of the employee. Employees will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.