



JOB POSTING

Date of Notice: May 2, 2017

Position Title: RESERVATIONS / PBX ATTENDANT

Location: Bandon Dunes Golf Resort

Reports To: Reservations Manager

Application Closing Date: Until Filled

Respond To: Attn: Human Resources
Bandon Dunes Golf Resort
57744 Round Lake Drive Bandon, OR 97411
Fax (541) 347-5850
jobs@bandondunesgolf.com

Essential Duties and Responsibilities:

- Provide highest quality of customer service available
- Answer and direct calls at the multi-line PBX phone station
- Provide FIT and Group guests with the necessary information to make a reservation that will promote the KemperSports mission to maintain the resort's "Best in Class" status
- Provide callers with resort related information and direct calls as requested by in-house guests
- Be generally knowledgeable of management personnel and their functions
- Provide friendly, positive, up-beat and hospitable service at all times to both external and internal guests
- Gather pertinent guest information in order to build a reliable and accurate database
- Contribute to the work environment in a manner that promotes growth and success including but not limited to suggesting ideas for: marketing, policies and procedures, improving efficiency and profitable business relationships as related to the resort and its amenities
- Book FIT reservations
- Enter data and assist with other administrative tasks as needed
- Perform other duties as needed

Qualifications:

- High School diploma required – college degree preferred
- Proficiency in Microsoft Office: Outlook, Word and Excel
- Demonstrated mathematical ability
- Quality written and verbal communication skills
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision
- Positive attitude, professional manner and appearance
- Must be able to work flexible hours including evenings and weekends as needed

Candidates interested in applying for this position must meet the minimum qualifications for the position. To apply, please forward a completed application with cover letter and resume prior to the closing date. Complete job description available upon request.

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