

Kennicott Glacier Lodge Position Description

Customer Service Representative

Department: Customer Service
Supervisor: Assistant Manager
Term: May 20 to September 15

Position Description:

This is a versatile front line position which is critical to the Guest services mission of Kennicott Glacier Lodge. As van driver and front desk person, the Customer Service Representative is the first and last employee that our Guests come into contact with. The opportunity to exceed our Guest's expectations and help them enjoy the vacation of a lifetime is one of the most important aspects of this position. This is a nine and one half hour per day, five day per week seasonal position, and will include some split shifts.

Major Functions:

This position combines the duties of host, front desk attendant, concierge, van driver, reservation agent, cashier, and data entry clerk. Typical daily responsibilities may include checking Guests in/out of the lodge, collecting payments, answering Guest's questions and arranging Guest activities, answering telephones, faxes, and emails, driving the shuttle van, coordinating with housekeeping, kitchen, waitstaff, and activity vendors, entering and updating computer information, assisting with food service, and a multitude of other functions geared to Guest satisfaction.

Required Skills and Abilities:

This position is suitable for a friendly, outgoing, service oriented individual with a sincere interest in people. Demonstrated multi-tasking and time management abilities are required. This person must be computer literate and detail oriented. Familiarity with, and comfort in using, credit card machines and cash registers is a must. Ability to communicate clearly, professionally, and friendly by means of multiple systems - telephonic, written, and verbal - are essential for this position. Good, safe driving skills are required.

Other Requirements:

Must possess a current driver's license and have a clean driving record for the past three years.

Working Conditions & Physical Demands:

Since the Customer Service Representative will help transport Guests upon arrival and departure, they must be willing and able to assist with Guest baggage transfers into/out of the van and the lodge.

Compensation:

Salary for this position is \$1800 per month, based on a nine and one-half hour work day, five days per week. There is no charge for room and board. Lodge Guest gratuities are pooled and divided equally among all Staff, amounting to about \$300 to \$500 per month. A performance bonus is provided to those completing their agreed term of hire.