

# CANYON TRANSPORTATION – JOB DESCRIPTION

## RESERVATIONIST

Canyon Transportation provides the majority of its services between the SLC airport and the ski resorts of Northern Utah.

Our reservation team answers inbound calls to help potential and established customers fulfill their travel needs. A reservationist will often work with travel agents and various resort staff to ensure all of the transportation needs of their guests. He/she must be able to listen to a customer's needs and enter the information accordingly into the computer system. Reservationists are responsible for collecting credit cards over the phone for payment purposes. There will be times a representative will need to call clients to verify upcoming reservations or inform them that something in their reservation has changed.

Perquisites include a Snowbird season pass, if requirements are met. Limited availability, first come, first served.

## Responsibilities

- Obtain client information by answering telephone calls and verifying information.
- Listens carefully to determine client's needs.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains a calm demeanor during demanding times.
- Maintains and improves quality results by adhering to company standards and guidelines.

## Job Requirements

- Must be able to pass a background check
- Verbal and written communication
- Phone skills
- Listening skills
- Data entry skills
- People skills
- Customer focus
- Customer Service
- Attention to Detail
- Professionalism
- Multi-tasking