

Mauna Kea Summit Adventures

Job Description: Reservationist

Job Characteristics:

The reservationist answers our phone lines, describes/sells our product and enters the reservation information into a web based program. MKSA uses a VOIP PBX phone system and the reservationist will need to be adept at handling multiple calls efficiently. The reservationist may also process internet reservations and email.

Workplace:

Training will be at our base-yard in Kailua Kona (a few days). The actual work will be done from the reservationists home or personal office. A computer will be provided (if needed) as well as the VOIP phone system. The location must qualify for DSL service.

Schedule: We are open every day of the year and we work all holidays. Work hours are 8AM -6PM The schedule may vary over time and requires some flexibility.

Compensation:

Starting Pay is \$15 an hour. Two weeks of unpaid vacation is available for workers averaging less than 30 hours weekly. For workers averaging more than 30 hrs a week of paid and a week of unpaid is included.

Requirements:

- A friendly and professional demeanor
- Experience with multiline (PBX) phone systems
- Excellent language skills
- Ability to use a web based software package (FareHarbor)
- A quiet professional work environment
- Knowledge of Big Island tourist locations

Helpful:

Previous experience with the FareHarbor reservation system

Prior experience in a similar position in the tourism industry