



Position: Reservations Agent  
Department: Sales  
Reports to: Sales Manager  
FLSA Status: Non-Exempt  
Wages & Benefits: Start at \$16-\$18 per hour, FULL BENEFITS for full-time employees includes medical, dental, and PTO. See Employee Handbook for details

**Position Summary:** As the ambassador of service to the guest, the Reservations Agent's primary role is to ensure the guest expectations are met and that the financial transactions related to accommodations are properly executed. The Agent processes all reservation requests, changes and cancellations received by phone, email or third-party request and provides attentive, courteous and efficient customer service at all times. The Reservationist maintains a thorough knowledge of Fort Worden and all its grounds, products, and services as well as awareness of other roles and responsibilities throughout the organization. In addition to delivering to our service philosophy and values, this position must provide the highest level of service to our guests in all guest service related functions while maximizing rate and occupancy.

#### **Principal Duties and Responsibilities**

- Maintain knowledge of sales offerings, on-site/community amenities and onsite activities and be able to answer questions and special requests
- Receive and follow through on all reservation requests, changes, and cancellations received by phone, email, or 3<sup>rd</sup> party request. This includes verifying room and rate type, along with booking policies with guest
- Maintain, monitor, and prepare guest/group requirements keeping information up to date. Ensure guests are welcomed and check-in. Relay information as needed to anyone who requires service in the Commons
- Deliver sales and upsell opportunities for all of Fort Worden's products and services
- Create and maintain reservation records and prepare letters of confirmation, arrival and invoices and promptly process any cancellations and modifications
- Input and access data in reservation system with complete accuracy and attention to detail. Indicate special room reservation types (e.g., complimentary rooms, employee discounts, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system
- Ensure highest level of guest satisfaction by offering attentive service to every guest and associate
- Anticipate potential issues and problems and engage proactively to avoid them
- Resolve guest problems quickly, efficiently and courteously working with other departments to find solutions
- Be a steward for all guests and staff in the Commons maintaining clear communication streams as the hub of information for hospitality on the Fort Worden campus
- Step in for other staff as needed
- Attend staff meetings as needed
- Other duties as assigned by supervisor or other management

#### **Minimum Qualifications**

- High school graduate or equivalent vocational training certificate, some college
- Previous hospitality experience desired
- Experience with hotel software and their functionalities helpful

#### **Knowledge, Skills, and Abilities**

- Performs work well with accuracy, speed and attention to detail

- Clear and thorough communication skills
- Excellent problem-solving skills
- Can work on own as well as part of a team
- Able to work well in stressful, high pressure situations
- Ability to maintain confidentiality of guest information
- Ability to follow directions thoroughly and work with minimal supervision
- Ability to comprehend and use computerized reservation system
- Available for flexible scheduling to meet the needs of the department; willing and able to work evenings, weekends and holidays

**Key competencies**

Key competencies include listening and communication, organizing data and information, attention to detail, integrity, honesty, customer focus, problem solving, reliability, adaptability, and efficiency.

**EEO Statement**

Fort Worden Hospitality is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability. Pursuant to the Americans with Disabilities Act, Fort Worden Hospitality will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

**Fort Worden’s Service Philosophy**

**Cultivate a community** for anyone to feel welcome at Fort Worden.

**Attention to detail** in every task.

**Model of integrity** in policy and practice.

**Proactively work to ensure guests and employees want to return.**

***Fort Worden Hospitality welcomes visitors to a treasured state asset – Fort Worden State Park and Lifelong Learning Center. We connect people to the park’s resources: the lifelong learning center campus, the cultural, educational, artistic, environmental, and recreational programs offered by the park’s partner organizations; the trails, beaches and historic batteries. We also provide hospitality packages; meeting and events spaces; food service; and lifelong learning programming.***

\_\_\_\_\_  
Employee (Print Name)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

## Reservations Agent

### PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

**NA:** Not applicable, not required of this position.

**NE:** Requirement is present, but is not essential to the position.

**O:** Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

**F:** Frequent, 34-66 percent of the time.

**C:** Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting					x
Walking			x		
Standing			x		
Running	x				
Bending or twisting	x				
Squatting or kneeling		x			
Reaching above shoulder level		x			
Climbing (e.g. ladders)	x				
Driving cars, light duty trucks	x				
Driving heavy duty vehicles	x				
Repetitive motion of hands/fingers					x
Grasping with hand, gripping			x		
Lifting/carrying 10-25 pounds		x			
Lifting/carrying 26-50 pounds		x			

	<b>NA</b>	<b>NE</b>	<b>O</b>	<b>F</b>	<b>C</b>
Lifting/carrying more than 50 pounds		x			
Pushing/Pulling		x			
Using Foot Controls	x				
Work in/exposure to inclement weather	x				
Work in/exposure to cold water	x				
Exposure to dust, chemicals or fumes		x			
Work/live in remote field sites	x				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	x				
Swimming, scuba diving	x				
Work at heights (e.g. towers, poles)	x				
Exposure to infection, germs or contagious diseases	x				
Exposure to blood, body fluid, or potentially contaminated materials	x				
Exposure to needles or sharp implements	x				
Use of hot equipment (e.g., ovens)	x				
Exposure to electrical current	x				
Seeing objects at a distance	x				
Seeing objects peripherally	x				
Seeing close work (e.g., typed print)					x
Distinguishing colors	x				
Hearing conversations or sounds					x
Hearing via radio or telephone					x
Communicating through speech					x

	NA	NE	O	F	C
Communicating by writing/reading					x
Distinguishing odors by smell	x				
Distinguishing tastes	x				
Exposure to wild/dangerous animals	x				
Exposure to insect bites or stings	x				
Work/travel in boat/small aircraft	x				
Exposure to aggressive/angry people				x	
Restraining/grappling with people	x				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

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Employee Signature

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Date