Job Title: Guest Services Representative (GSR)
Reports To: Director of Sales & Marketing
Terms of Employment: Full time Non-Exempt

Key Responsibilities: *Support Company Vision/Mission/Values - in performance, attitude, customer service, teamwork and leadership while meeting company goals and objectives*

- Provide excellent guest experiences from the first interaction with our company through tour completion
- Meet individual and departmental goals with regard to guest experience while incorporating sales into every call and conversation
- Proactively promote Hawaii Forest & Trail and Kohala Zipline products through daily interactions with guests, agencies, and vendors
- Complete daily tasks timely and with accuracy
- Foster a positive and team oriented environment

Tasks:

Guest Services

- Provide quality Guest Services, including positive and professional daily phone and email communication, proficient use of reservation system and Point of Sale system
- Greet and assist checking in all guests at the beginning of their tour. As needed, assist with paperless liability waivers and processing any owed payments.
- Receive inbound calls from customers and agents, in a timely manner, with a positive attitude and appropriate level of customer service.
- Provide the most detailed and up-to-date information on our products and tours to guests, agents and vendors, and assist in closing the sale.
- Efficiently manage the companies' general inboxes by appropriately responding to customer and partner email inquiries and requests in a timely manner.
- Proactively sell tours, up-sell or cross-sell products to meet or exceed all monthly goals and objectives.
- Ensure guest complaints, cancellations and refunds are appropriately addressed.
- Assist with problem solving of tour situations and incidents by working with appropriate company staff and/or managers.
- Proactively assist with tour inventory management.

Daily Tasks & Paperwork

- Prepare and complete paperwork and daily tasks related to each tour, including, but not limited to:
    - Preparing tour manifests
    - Preparing & communicating guide & tour assignments
    - Placing catering orders
    - Re-confirming tours with guests
    - Assigning pick-up times/locations
- Prepare and complete reconciliation of daily tours for the Accounting Department.
- Assist with retail processes including but not limited to receiving, shipping, and POS transactions.
- Issuing and processing guide training paperwork, as needed
- Periodically check bathrooms and common guest areas for cleanliness

Marketing

- Assist in account management & maintenance of online travel agencies (OTA's)
- Assist Sales and Marketing in providing partners with necessary assets to promote Hawaii Forest & Trail and Kohala Zipline tours
- Other marketing duties as assigned

Physical Requirements:

- Ability to sit/stand, look at a computer screen and use a mouse and keyboard for extended periods of time.
- Ability to work up to 10 hour shifts.
- Requires use of multi-line phone for most of the day, including wearing a Bluetooth Headset.
- Ability to lift up to 25 lbs.
- Ability to maintain a composed and professional demeanor within a flexible and at times noisy work environment.

Skill Requirements:

- Basic computer knowledge, including Google Workspace, MS Office Suite, and ability to navigate between multiple websites.
- Strong understanding of Hawaii Forest & Trail and Kohala Zipline tours.
- Strong understanding of Hawaii's visitor industry.
- Creative problem solver.
- Strong customer service and sales experience.
- Ability to work as a team, be detailed oriented and organized.
- Ability to learn and manage a CRM system.
- Excellent communication skills and ability to maintain and grow industry relationships.
- Professional demeanor as a representative of the company.
- Performs well in a complex and high pressure work environment.
- Willingness to complete additional tasks as required

Availability Requirements

- Position requires flexibility in scheduling, and may include weekend and holiday hours.
- Shifts may be up to 10 hours long and may begin early morning until early evening.
- Position may require travel to other on–island locations
- Days of Availability by Employment Status - Full-time: 4-5 days weekly