



TR Medora Foundation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

Job Description: Reservation Specialist

Non-Exempt: Hourly worker and **Seasonal Summer Worker**

Position Summary:

Reservation Specialists will provide excellent customer service to guests calling to make reservations and provide general information about Medora, the Medora Musical, and Bully Pulpit Golf Course.

Essential Job Functions:

- Be able to work in reservation center environment.
- Throughout shifts be able to make reservations for motels, golf, and a number of other TRMF events.
- Provide excellent customer service while answering and returning telephone calls to assist guests with reservations.
- Able to adjust to changes.
- Must be able to work with others.
- Must work quickly and efficiently on computers with various software programs.
- Reservation Specialists should be able to become knowledgeable on different events and attractions in Medora.
- Must be able to speak and understand English at a native level.

Other Responsibilities:

- Other duties assigned by the Reservations Manager.

ADA Requirements

- Continuously
 - Sitting
 - Talking
 - Hearing
 - Using fingers/hands for typing
 - Visual acuity to determine accuracy, neatness and thoroughness of work assigned, close proximity use of computer software and determine safety of workplace surroundings for themselves and guests.
- Frequently
 - Repetitive use of hands and or arms
- Occasionally

- Standing
- Environmental Conditions
 - Continuously working inside.
 - Continuously working with others
 - Occasionally working alone.

Qualifications and Education Requirements:

- Possessing a valid driver's license preferred, but not required.
- Must have excellent computer/typing skills.

Supervision:

- Reports to the Reservations Manager.
- This is not a supervisory role.

Please note that this job description is meant to give a basic understanding of the position and does not cover every part of the job duties and requirements. TRMF reserves the right to change or assign other duties to this position at anytime.