



<b>Job Description Title:</b>	<b>Reservation Specialist</b>	<b>Primary Supervisor(s):</b>	Office Manager
<b>Department/Group:</b>	Reception	<b>Travel Required:</b>	Minimal
<b>Location:</b>	Main Office	<b>Position Status (FT, PT, etc.):</b>	Part time
<b>FLSA Classification:</b>	Non-exempt- Hourly	<b>Physical Demands:</b>	Light/Sedentary- See Chart
<b>General Work Day/Week:</b>	Flexible hours: 8:00am to 8:00pm (Monday through Saturday) and 9:00 to 8:00pm (Sundays)		
<b>Education and Experience:</b>	Experience in customer service, reception, or hospitality preferred.		
<b>Committee Assignments:</b>	Provide a memorable and enjoyable experience for Grand Vue Park's patrons.		
<b>Corporate Mission/Statement:</b>		<b>Company Values:</b>	
It is the mission of Grand Vue Park to provide our patrons a safe and clean natural environment in a friendly and courteous manner; to offer comfortable lodging, educational and entertaining recreation and fun for families and friends. We remain deeply committed to serving our special constituency throughout Marshall County.			
<b>Primary Responsibilities/Essential Job Duties:</b>			
<p><b>Responsibilities:</b> Job duties may include but are not limited to any or all of the following depending on which facility you are assigned to at any given time:</p> <ul style="list-style-type: none"> <li>• Interacts and communicates with the public and other employees in a courteous and professional manner in person and on the telephone.</li> <li>• Provide accurate information about park rentals, facilities, and programs.</li> <li>• Operates computer with facility management software and a cash drawer.</li> <li>• Responsible for securing of the facility at night; i.e. locking doors, setting alarm, etc.</li> <li>• Complete the daily duties assigned to each facility and any other duties assigned to you by your supervisor.</li> <li>• Maintain the cleanliness and safety of assigned areas. Sweeping, washing dishes, mopping, picking up trash, etc.</li> </ul> <p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• Must be 16 years of age or older</li> <li>• Must be able to provide own transportation to work.</li> <li>• Must be able to work flexible hours. A work shift may fall anywhere between 7am to 11 pm, weekdays or weekends.</li> <li>• Must possess some computer knowledge.</li> <li>• Must be able to handle and count cash.</li> <li>• Must be able to complete CPR/AED and First Aid training course.</li> <li>• Must be willing to follow directions and abide by the decisions of supervisors in the course of daily work.</li> <li>• Must successfully complete a Department of Health training course to obtain a food handlers card.</li> </ul>			

<b>PHYSICAL / ENVIRONMENTAL DEMANDS: <i>The table below shows how much on-the-job time is spent in the following physical activities:</i></b>				
<b>ACTIVITY:</b>	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Standing		X		
Walking		X		



**PHYSICAL / ENVIRONMENTAL DEMANDS:** *The table below shows how much on-the-job time is spent in the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Sitting				X
Using hands to finger, handle or feel				X
Reaching with hands and arms				X
Climbing or balancing	X			
Stooping, kneeling, crouching, or crawling		X		
Talking or hearing				X
Tasting or smelling	X			
Driving		X		

This position is described as **light/sedentary physical activity** performing non-strenuous daily activities of a receptionist nature. This position requires lifting or carrying items less than 10% of the time. Frequency of weight lifted is as follows: up to 10 lbs. under 1/3 of the time. This position requires both close and distant vision. The work environment is well lighted, heated/air conditioned indoor office setting with adequate ventilation.

**Equipment used:** Computer, telephone, copier, fax, scanner, printer, and facility management software

**WORK STYLES:**

**Adaptability/Flexibility:** Job requires being open to change and to considerable variety in the workplace.

**Attention to Detail:** Job requires being careful about detail and thorough in completing work tasks.

**Cooperation:** Job requires being pleasant with others on the job and displaying a good-natured cooperative attitude.

**Dependability:** Job requires being reliable, responsible, dependable, and fulfilling obligations. Must be willing to follow directions and abide by the decisions of supervisors in the course of daily work.

**Initiative:** Job requires a willingness to take on responsibilities and challenges.

**Integrity:** Job requires being honest and ethical.

**Stress Tolerance:** Job requires dealing calmly and effectively with high stress situations.

**KNOWLEDGE REQUIRED FOR THIS POSITION INCLUDES THE FOLLOWING:**

**Customer and Personal Service:** Knowledge of principles and processes for providing customer services. This includes needs assessments, meeting quality standards for services, and evaluation of customer satisfaction.

**English Language:** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. The ability to write and speak effectively with clients, visitors, and team members.

**Basic Mathematics:** Ability to count and handle cash effectively.

**Computer Programs/Systems:** Knowledge of and familiar with E-mail, Internet browsers, Excel, Word, and other applications/systems.

**Clerical:** Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

**SKILLS REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:**

**Active Learning:** Giving full attention to what other people are saying, taking the time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Coordination:** Adjusting actions in relation to others' actions.



**Writing:** Communicating effectively in writing as appropriate for the needs of the audience.

**Judgment and Decision Making:** Evaluating the details and using proper information to make good quality decisions with regard to team members, customers, and management.

**Monitoring:** Monitoring/Assessing performance of yourself and other individuals to make improvements or take corrective action.

**Speaking:** Talking to others to convey information effectively and clearly.

**Time Management:** Managing one's own time and the time of others.

**ABILITIES REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:**

**Oral Comprehension:** The ability to listen to and understand information and ideas presented through spoken words and sentences.

**Oral Expression:** The ability to communicate information and ideas in speaking so others will understand.

**Written Comprehension:** The ability to read and understand information and ideas presented in writing.

**Problem Anticipation/Sensitivity:** The ability to tell when something is wrong or is likely to go wrong.



---

Manager's Name

---

Title

---

Manager's Signature

---

Date

---

Employee's Name

---

Title

---

Employee's Signature

---

Date