

Yogi Bear's Jellystone Park/Resort Canyon Lake, Texas

www.jellystonehillcountry.com

Position: Reservation Specialist/Marketing job/internship

Hours: The position requires 20-40 hours per week.

Pay: Pay rate is \$8.00 - \$10.00 per hour (depending on experience).

Start Date: As soon as possible.

Opportunity: If the employee performs well, he/she could be offered a fulltime position as Marketing/Reservation Manager for the resort.

Job Description:

Answer guest calls and provide information about the resort, its rates and amenities. Utilize resort reservation software to check availability and book reservations.

Monitor, review and respond to guest postings on Facebook, TripAdvisor, Google Plus and other social media sites. Identify and create marketing content for Facebook. Coordinate layout, design and content for email and other marketing campaigns. Expand and maintain photography for marketing purposes. Identify and create marketing banners, promotions, referral programs, etc. Review reservation data to determine appropriate marketing campaigns for purposes of filling the "grid."

Greet guests with a smile and respond to requests in a friendly and courteous manner. Register guests and assign sites upon guest's arrival including handling of cash, and credit transactions. Processing account adjustments and check-out guests as they depart. Be familiar with park information necessary to enhance customer satisfaction including rate structures, specials and restrictions, types of sites and lodging available, and amenities offered including costs and location. Develop and maintain working knowledge of the local area in order to provide guests with information about location, cost, and hours of operation of local services, facilities and points of interest. Resolve guest complaints and problems referring them to management as needed. Monitor cleanliness and appearance of front desk and store area and report deficiencies to management.

Perform any additional duties as requested by management.

Job Requirements:

- Ability to treat all associates and guests in a respectful manner.
- Exhibits integrity (honesty and truthfulness).
- Has attention to detail.
- Is consistently striving to be better.
- Courteous and has the ability to smile spontaneously.
- Must have excellent communication skills.
- Must have exceptional grooming standards that are consistent with company guidelines.
- Must be able to work in a standing position for long periods of time.
- Must have basic computer knowledge, specifically in Microsoft Word, Excel, and POS (point of sale).
- College classes in Marketing, Business, Management and/or Communications preferred.
- Must be able to pass a Background Check and a Drug Screening.

Interested? Email resume to:

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