**Reservations & Admissions Agent**

**SHANNON HERITAGE**

**(Seasonal Position)**

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| **Role Purpose:** |
| The Reservations & Admissions Agent will report to the Reservations & Admissions Manager. This role will demand a high level of customer Service to all Shannon Heritage customers. This will role requires our Agents to work in a customer facing setting at the Admissions Desk, while also rostered to work back of house in the Central Reservations office.  The position requires flexibility, working rostered duties, including Weekends and Public Holidays. | |
| **The Role:** | |
| * The agent will be responsible for performing a range of clerical and administrative tasks to support   the daily operation of the Reservations & Admissions Department   * Duties will include meeting and greeting customers front of house * End of day Cash, Credit Card and Account Customer reconciliations * Deal with phone call, email, online and tour operator reservations bookings and inquiries * Be an energetic and enthusiastic member of a dynamic team | |
| **Essential Requirements:** | |
| * Excellent communication and organisational skills are essential. * Operate the Gamma Bookings modules. * A good working knowledge of Excel and Word is a prerequisite for this role. * Personal presentation and appearance are essential requirements. * Company Uniform must be always worn while on duty | |
| From time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you. | |