

Summer Work Opportunities

Position Descriptions



Guest Service/Reservations

Guest Service

The guest service position has primary responsibility for coordinating all activities associated with guest departures from and return arrivals to Fairbanks. Additionally, the position is responsible for assisting reservations with inquiry, reservation, and document production activities.

Specific Responsibilities

- Answer and appropriately direct phone calls for all areas of the organization (we help answer all incoming phone calls).
- Respond to phone and walk-in inquiries.
- Take phone, walk-in, fax, mail, and email reservations.
- Prepare guide supply boxes for each departing experience as needed.
- Obtain knowledge of guest needs/dynamics for each departure/arrival.
- Communicate with guide and others on logistics associated with each departure/arrival.
- Assist with phone, fax, mail, e-mail, and label inquiry fulfillment as required.
- Execute required follow-up on and confirmation of guest reservations.
- Produce experience-related documents.
- Operate 15-passenger van to shuttle guests to/from terminal as required.
- Greet each departing/arriving guest upon his/her arrival at terminal.
- Deliver a pre-experience expectations orientation for each departing group of guests.
- Perform cleaning-related activities at the terminal.
- Clean and organize incoming tour coolers.
- Work on experience food prep activities as time allows.
- Execute retail-related activities as required.
- Assist with ramp-related activities as required.
- Assist with other tasks or activities as required.

Schedule

4 to 5 days per week: 3-week rotation – [weeks one & two 5 days, week three – 4 days]

Potential Midnight Sun Season Shifts:

Morning: 5:00 am - 1:30 pm [30-minute meal break]

Afternoon: 11:00 am – 7:30 pm [30-minute meal break]

Evening: 5:00 pm – 1:30 am [30-minute meal break]

Apply online: www.northernalaskajobs.com
work@northernalaska.com

