



# Reservations Agent

**Location:** Twin Shores Camping Area, Darnley, PE

**Job Type:** Seasonal - Full-time

**Job Summary:** Immerse yourself in the exciting and busy world of tourism as a Reservations Agent! We are known far and wide for our top-tier customer service, and we are on the lookout for a star with an engaging personality to work with guests at check-in and answer all their burning questions. Great communication skills and confidence will go a long way in this role. Shift work will be required.

**Responsibilities:**

- Checking guests in and out using our computerized reservation system
- Working with guests daily and responding to their questions and concerns
- Providing guests with information about the campground, as well as things they can do in the area (i.e., restaurants, experiences, shopping, etc.)
- Assisting with entrance and exit gates when needed
- Organizing information displays
- Light cleaning, including sweeping, mopping, dusting, and cleaning windows
- May involve extensive phone contact
- Other general duties as assigned

**Qualifications:**

- Strong diplomatic skills and ability to deal with conflict resolution
- Excellent communication skills & possess a warm, outgoing, and engaging personality
- Ability to work with a team
- Ability to multitask
- Ability to work under pressure in a very fast-paced environment
- Ability to stand up for an extended length of time
- Bilingualism is considered an asset

**Working Conditions:**

- Weekdays and weekends

**Compensation:** Starting wage is \$19/hour with the potential for an increase based on experience.

**How to Apply:** Interested candidates should submit a resume to [jobs@twinshores.com](mailto:jobs@twinshores.com). Please include "Reservations Agent" in the subject line.