



POSITION DESCRIPTION

Telephone Receptionist/ Sales/Office Clerk

Sierra Nevada Recreation Corp.
PO Box 78, Vallecito, CA 95251
209-736-2708 ~ www.CavernTours.com

JOB SUMMARY:

Under the immediate supervision of the Office Manager, this position is responsible for answering phones and the various aspects associated in doing so (see below), promoting the companies activities to callers and assorted office work (see below).

PRINCIPAL DUTIES: There are several aspects to this job –

- Phones:**
- Handle multiple lines at the same time (putting one line on hold to answer another)
 - Answer questions & promote our sites (see “Sales”)
 - Take reservations and payments (see “Reservations”)
 - Take and deliver messages (know who needs to deal with what & when to just take messages)
 - Check voice mail and deal with messages accordingly
- Sales:**
- Inform callers of all the activities at each site and suggest visiting more than one site - if the customer seems receptive to more information. (As “first contact” for the company, there are excellent opportunities to promote or “up sell” our sites.)
 - Help callers negotiate our website.
- Reservations:**
- Take reservation info, create confirmation, send to customer, print, fax to site, enter in book & file
 - Keep the sites up-to-date on reservations (phone calls & faxes)
- Misc:**
- filing
 - make copies
 - typing
 - stuff envelopes
 - faxing
 - minor housekeeping
 - may have to move heavy boxes occasionally
 - special tasks as needed

JOB SPECIFICATIONS/MINIMUM REQUIREMENTS:

- ✎ Must have reliable transportation
- ✎ Must be able to work overtime, on holidays and weekends, and adjust working hours as needed.
- ✎ Read and speak fluent English

IDEAL CHARACTERISTICS:

- ✎ Ability to maintain a positive attitude under pressure
- ✎ Possess excellent customer service skills
- ✎ Possess an attitude and desire to learn new skills and cross-train to other job duties and positions

ESSENTIAL FUNCTIONS / PHYSICAL REQUIREMENTS:

- ✎ Sales experience
- ✎ The ability to follow written and oral instructions
- ✎ Neat, legible handwriting
- ✎ The ability to communicate in a clear, friendly, courteous and professional manner and to use proper wording that accurately describes & explains your message.
- ✎ The ability to handle multiple phone lines – putting 1 phone on Hold while answering another line
- ✎ Computer savvy – able to type well; competent using: Windows Word & Excel, internet & e-mail
- ✎ Knowledge of basic office procedures such as filing, copying, faxing, etc.
- ✎ The ability to do mathematical calculations with or without a calculator
- ✎ The ability to work regardless of distractions and in busy (sometimes stressful) situations
- ✎ The ability to prioritize & self-manage your responsibilities
- ✎ The ability to learn & memorize many facts & figures.
- ✎ Expected time to have pertinent information memorized and successfully carry out the responsibilities listed here is 6 weeks.
- ✎ Tolerate working conditions that may include: hot or cold environment; loud & noisy surroundings
- ✎ Like, or at least tolerate, animals
- ✎ The physical ability to:
 - lift up to 50 lbs. for short periods of time and lift them up to 5 ft.;
 - push & pull objects such as boxes, file drawers, etc.;
 - do repetitive movements such as pick up a phone, type, write;
 - use your hands for activities such as typing, writing, dialing a phone, moving items, handling paper, etc.
 - sit for long periods of time while doing desk work;
 - stoop, crouch, or kneel to access low files or supplies;
 - stand for short periods of time;
 - walk around the office to access files, deliver messages, walk to nearby building, etc;
 - use a step stool to reach items in high locations;
 - walk up and down steps in office and nearby building;
 - reach in all directions to get phone, papers, books, etc.;
 - maintain balance in all activities;
 - hear frequencies from low to high;
 - able to hear and understand verbal communication with other noises in vicinity;
 - have visual acuity to see small details as well as computer screens, handwriting, etc.

This job description supersedes all prior job descriptions and is intended to describe the general content and essential requirements for the position listed above. It is not an exhaustive statement of duties. Management reserves the right to add or change the duties of this position as required at any time.