

# JOB DESCRIPTION

DEPARTMENT: NOC Great Outpost

DATE: Dec. 4, 2009

JOB Title: Base Camp Specialist

## A. PRIMARY FUNCTIONS OF THE POSITION:

1. Active selling of trips and products 40%
2. Takes trip reservations 40%
3. Fulfills information requests. 10%
4. Other duties as assigned. 10%

## B. DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

1. Takes trips reservations./assists customers in making trip reservations
  - i. Actively promotes/sells activities and products to customers.
  - ii. These reservations will be taken in person using a computerized reservation system.
  - iii. Coordinates trips information and details with Guest Reservations and Outpost teams
2. Fulfills information requests.
  - i. Responds to guest inquiries about NOC facilities and programs that come in by phone, e-mail, in writing or in person.
3. Other duties as assigned.
  - i. Answer the switchboard as needed.
  - ii. Processes invoices and mail confirmation materials.

## C. SUPERVISION GIVEN:

1. This position does not supervise any other staff.

## D. SUPERVISION/SUPPORT RECEIVED:

1. This position answers to a daily shift supervisor.
2. There are approximately 20 information manuals and other reference guides available.
3. All out of policy decisions should come from shift supervisor.

## E. POSITION QUALIFICATIONS:

1. Minimum requirements for this position.
  - i. Strong customer service and communication skills
  - ii. Organized and detail oriented.
  - iii. Punctual and dependable
  - iv. Willing/able to work with others in a supportive team setting.
  - v. Willing/able to take supervision well.
  - vi. Good keyboarding ability, grammar and legible handwriting.
  - vii. Maintains appearance/conduct suitable as representative of NOC.
  - viii. Willing to work multiple types of shifts at different times any day of the week.
2. There is no additional education/experience required.