



# OWL'S NEST

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## LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT

### JOB DESCRIPTION

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**TITLE:** Central Reservations Supervisor    **REPORTS TO:** Director of Lodging Operations

**DEPARTMENT:** Lodging    **FLSA STATUS:** Non-Exempt (Hourly)

### JOB SUMMARY

The Central Reservations Supervisor works directly with the Director of Lodging Operations to maintain an efficient, customer-centric lodging operation. The Central Reservations Supervisor is responsible for all room bookings on property and ensures all related systems are configured properly and working to full capacity. This position will work closely with the Director of Lodging Operations to ensure all policies, procedures and Guest Service initiatives are being met to maintain the resorts standards.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer phones and respond promptly to all resort inquiries.
- Assist customers with planning and booking rental and golf reservations, processing and collecting payments.
- Correspond in a timely fashion to all email and phone calls from guests and prospective guests.
- Ensure all lodging opening and closing procedures and reporting is done accurately.
- Ensure all reservations are accurate and accounted for appropriately.
- Assist the Lodging Director with staff schedule according to flow of business and resort operations.
- Strong working relationship with Lodging Houseperson and cleaning staff to ensure a quality guest experience from check in to check out.
- Work closely with Group Lodging Coordinators to ensure they have accurate information for proper group management.

### KNOWLEDGE, SKILLS, AND ABILITIES

- Bachelor's degree preferred (or pursuing) in sales, business, communications, travel/tourism, marketing, or related field; or equivalent combination of education and experience; or two or more years of directly related professional experience.
- Ability to operate multiple operating systems and software applications. To include, but not limited to RDP, Club Prophet, Tennis Bookings, Lynx, iSolved, etc.
- Ability to multitask in a busy, guest-focused environment.
- Experience in a high call volume environment.
- Experience working in a team environment but also comfortable working independently.

- Detail-oriented; excellent follow-up; accurate data entry; professional demeanor and presentation via e-mail, phone, and in-person; effective time management and planning; positive attitude.
- Strong skills in Microsoft Office; working knowledge of office equipment.
- Knowledge of local attractions and destinations.
- Experience in the resort, vacation rental, hospitality, or golf industry helpful.

## **LICENSURE / CERTIFICATIONS REQUIREMENTS**

- Valid Driver's License.
- Exposure at times to inclement weather.
- Participation in ongoing training and education.

## **PHYSICAL REQUIREMENTS / WORKING CONDITIONS**

- Flexible schedule, including days, nights, weekends, and holidays.
- This job operates in a professional office environment.
- This role routinely uses standard office equipment.
- While performing the duties of this position, the employee is required to talk and hear.
- Exposure at time to inclement weather.