

Assistant EAA Reservations Manager Student Position for Gruenhagen Conference Center

Overview of Position

The Assistant EAA Reservations Manager is responsible for the successful management of guests' reservations at the Gruenhagen Conference Center during the annual Experimental Aircraft Association (EAA) AirVenture convention. During the week-long event the Guest Reservations Center is open 24-hours. To be successful, the Assistant Reservations Manager must be able to work independently, have excellent written and communication skills, organized and very detail oriented. This position is summer only.

Job Responsibilities and Duties

- Respond to phone calls and email correspondence to manage individual guests' reservations. This includes, but not limited to, entering a reservation into the reservation system, adjusting reservation dates, processing payments, assigning rooms, and sending confirmations.
- Process daily remittance of payment transactions
- Responsible for assisting in interviewing, hiring, evaluating, training, disciplining, and terminating the 15 members of the Guest Reservations Center crew, in conjunction with the Assistant EAA Desk Managers
- Supervises a shift during the EAA AirVenture convention. The Guest Reservations Center operations operate 24 hours during the convention. Shift supervision includes, but are not limited to, insuring that all work areas are covered, reviewing the work performance of staff, insuring that desks have all supplies needed to perform their tasks, acting as a liaison between the Guest Reservations Center and the front desk operations, Housekeeping and Runner Services, and dealing with customer issues.
- Effectively handles guest complaints and concerns. The Assistant EAA Reservations Manager is the first contact for resolving guest issues during the scheduled shift.
- Maintains the attitude that quality customer service is the priority of the Conference Center and upholds the mission statement.
- Assist with any and all responsibilities that are assigned by the supervisor and other GCC Core Staff members

General Responsibilities

- Provide exemplary customer service to all guests
- Maintaining the cleanliness and order of the Guest Reservations Center
- Maintaining the attitude that quality customer service is the priority of the Conference Center and upholds the mission statement of the conference center
- Assist with any and all responsibilities that are assigned by the supervisor and other GCC Core Staff members

Requirements

- Must have and maintain a semester and cumulative GPA of 2.5 or better
- Must be a current student in good standing at an accredited post-secondary institution
- Must offer a flexible schedule and availability during business hours
- Required to work weekends during EAA AirVenture

Qualifications

The candidate should possess these traits:

- Ability and desire to learn on the job and be detail oriented
- Ability to multitask through handling of reservation requests by phone and email
- Prior supervisory experience is desired but not required

Schedule

Hours may range from 7am to 6pm, Monday through Friday throughout the summer with the exception of the event time period. During the EAA AirVenture event hours cover an 8-hour shift with 24-hour coverage between 3 supervisors. This position is summer only, providing up to 40 hours during summer and additional required overtime, including weekends, during EAA AirVenture.

Rate of Pay

Rate of pay begins at \$11.00/hour