

EAA/OPE Reservations Manager Student Position for Gruenhagen Conference Center

Overview of Position

The EAA/OPE 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 & the Oshkosh Placement Exchange (OPE).

During EAA AirVenture the Guest Reservations Center is open 24-hours. To be successful, the Reservations Manager must be able to work independently, have excellent written and communication skills, organized and very detail oriented. During OPE the Reservations Manager will have a role determined by the needs that year. OPE is not a 24-hour conference, but will need coverage potentially between 7am and midnight over the course of 4 days.

This position is for the full calendar year.

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
- Are responsible for assisting in interviewing, hiring, evaluating, training, disciplining, and terminating the Guest Reservations Center temporary staff, in conjunction with the 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, ensuring 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 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 Gruenhagen 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 EAA/OPE Office and the Guest Reservations Center during EAA AirVenture
- Maintaining the attitude that quality customer service is the priority of the Gruenhagen 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 Gruenhagen Conference Center 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 postsecondary institution
- Must offer a flexible schedule and availability during business hours
- Required to work the entirety of EAA AirVenture, during EAA AirVenture Launch, and OPE Launch.

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

This position is the full calendar year, providing up to 25 hours a week during the academic year and 40 hours during breaks and summer - additional required overtime includes during EAA AirVenture. During the EAA AirVenture event hours cover an 8-hour shift with 24-hour coverage between 3 supervisors for approximately 11 days in a row. The office will have coverage during business hours during weekdays.

Rate of Pay

Rate of pay begins at \$11.00/hour