



<b>Job Title:</b>	Tour Reservationist	<b>Job Category:</b>	Non-Exempt
<b>Department/Group:</b>	Tours	<b>Reports To:</b>	Director of Tours and Marketing
<b>Location:</b>	Tour Office, Burlington IA	<b>Travel Required:</b>	0-10%
<b>Position(s) Supervised:</b>	None	<b>Position Type:</b>	Part-Time, with opportunity for FT

**Job Description**

**SUMMARY**

The Tour Reservationist duties include greeting customers, answering phones, giving out tour information, taking payments, and other duties as assigned by the Director of Tours and Marketing.

**REASONABLE ACCOMMODATIONS STATEMENT**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

**ESSENTIAL FUNCTIONS**

- Takes tour reservations using the Tour Booking System (TBS).
- Answers phones for the Tour Department. Take messages or fields/answers general questions.
- Prepares the 'essentials bag' and guest packets for each tour.
- Maintains Tour Host assignment list.
- Assists in generating tour departure reports.
- Primary contact with travel protection company, includes purchasing policies and filing claims.
- Maintains Trailways Travelers membership logs.
- Produce tour information book for Tour Host.
- Create and send final letters to all tour travelers.
- Help to prepare for and attend all travel shows. (shows may occur outside of normal work schedule)
- Provides timely and accurate information to customer's needs and product knowledge requests.
- Provides timely feedback to the company regarding customer concerns.
- Other duties as assigned

**COMPETENCY STATEMENT(S)**

**ABILITY TO:**

- Accept responsibility and account for own's actions.
- Perform work accurately and thoroughly.
- Actively attend to, convey, and understand the comments and questions of others.
- Adapt to change in the workplace.
- Deal with others and resolve conflicts with or without assistance of supervisor.
- Think in such a way as to produce a new concept or idea.
- Take care of the customers' needs while following company procedures.

- Pay attention to the minute details of a project or task.
- Get along well with a variety of personalities and individuals.
- Exhibit a cheerful demeanor toward others.
- Be dependable and trustworthy.
- Act calmly under stress and strain, and of not being hasty or impetuous.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- High School Diploma or GED, preferred
- Excellent communication skills, written and oral
- Basic computer knowledge of Microsoft Office Products
- Customer service experience and problem-solving skills

**PHYSICAL DEMANDS**

- N (Not Applicable)** • Activity is not applicable to this position.
- O (Occasionally)** • Position requires this activity up to 33% of the time (0 - 2.5+ hrs./day)
- F (Frequently)** • Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day)
- C (Constantly)** • Position requires this activity more than 66% of the time (5.5+ hrs./day)

PHYSICAL DEMANDS		LIFT/CARRY	
Stand	O	10 lbs. or less	F
Walk	O	11-20 lbs.	F
Sit	C	21-50 lbs.	F
Manually Manipulate	F	51-100 lbs.	O
Reach Outward	F	Over 100 lbs.	O
Reach Above Shoulder	O		
Climb	O		
Crawl	O	PUSH/PULL	
Squat or Kneel	O	12 lbs. or less	F
Bend	O	13-25 lbs.	O
Grasp	O	26-40 lbs.	O
Speak	C	41-100 lbs.	O



**ADDITIONAL NOTES**

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

**EQUAL EMPLOYMENT OPPORTUNITY**

Burlington Trailways is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed servicemember status, race, color, religion, sex, pregnancy (including childbirth, lactation or related medical conditions), age (40 and over), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.