



Position: CUSTOMER SERVICE REPRESENTATIVE 1
Supervisor: Office Manager
Location: Oceanside Resort
Work info: Full Time 40 hrs a week
Salary: DOQ/E

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING

DUTIES:

- Responsible for taking reservations by telephone and walk-in guests
- Promote sales of shirts, crafts and other misc. items
- Be able to answer multi-line phone systems.
- Responsible for proper cash handling and credit card procedures
- Keep office area neat and clean
- Responsible for excellent customer service
 - Greet each customer immediately in a kind and courteous way
 - Listen attentively and answer customer questions about the resort & area
 - Being empowered to help solve customer problems and complaints
 - Have a friendly, engaging attitude towards guests and employees
- Must be a Team player and adhere to the no dram workplace
- Willingness to participate in training for new skills and work in a high paced work environment.
- Have a proven track record of dependable attendance
- Have strong problem-solving skills and ability to think quickly
- Other duties as assigned by Resort Manager

QUALIFICATIONS:

Required Qualifications:

- Must have a High School Diploma/GED or obtain within in one year
- Must have and retain a valid Washington State Drivers License or obtain within 3 months
- A true desire to satisfy the needs of others in a fast-paced work environment

- Employee must deal courteously with public, guests and staff at all times.

GENERAL INFORMATION:

The statements contained herein reflect the general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absence or relief, to equalize peak work periods, or balance workload.

SPECIAL REQUIREMENTS: Must have and retain a valid Washington State Driver's License – please provide copy with job application. Must pass a criminal background check, drug and alcohol screening and reference check.

INDIAN PREFERENCE WILL APPLY. If applicants have equal qualifications, preference will be given first to a Quileute Indian applicant and then to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.