



Customer Service/Reservation Agent

We have fulltime job opportunities *available immediately* for Customer Service/Reservations personnel at our Tusayan, AZ terminal. We're looking for associates with an outgoing personality who are customer-focused, professionally minded, and are enthusiastic about working for the Grand Canyon's newest and coolest adventure tour company! If you're ready to go Buck Wild, contact us at hello@buckwildhummertours.com.

Job Duties

- Provide the highest level of customer service at all times
- Demonstrate excellent organizational skills with the ability to multitask, paying attention to detail
- Greet customers in an enthusiastic, professional and courteous manner
- Possess professional phone skills
- Answer incoming calls in a timely manner
- Check availability and book reservations
- Manage tour scheduling and passenger manifest
- Maintain daily contact and radio communication with operations and professional driving staff
- Perform customer service check-in duties
- Collect money for passengers' tours
- Possess proficiency in Word, Excel and Outlook with an aptitude to learn computer programs
- Must be able to communicate effectively in English, in both written and verbal
- Maintain a professional, neat appearance
- Must be flexible to work varied shifts, including weekends and holidays
- Perform other job-related duties as assigned
- Make deposit for BRINKS pick up
- Assist in Gift Shop with Photo and Merchandise Sales

Education & Experience

- High School degree or equivalent required
- Knowledge of Travel & Tour Industry is preferred
- Prior telephone or clerical experience preferred

License and Certification

- Must possess a valid driver's license

Requirements

- Proof of eligibility to work in the United States
- Pass a pre-employment drug test and background check
- Successfully complete the official Buck Wild Training Academy