



TR Medora Foundation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

Job Description: Hotel/Motel Customer Service Representative Team Leader

Non-Exempt: Hourly worker and **Summer Seasonal Worker**

Position Summary:

Supervise and monitor customer service representatives' performance, assist with training, solve customer and staff problems

Essential Job Functions:

- Responsible for accurate check in and out of guests.
- Handle requests from guests as they come in, such as getting extra towels, running cots, showing guests how to use air conditioning and heating.
- Be able to make reservations for lodging, golf, the Medora Musical, and other TRMF events.
- Be available to deal with escalated callers or guests and answer questions in regard to a day's daily activity.
- Have good judgment or discernment on the phones when talking to guests when it comes to unique requests.
- Must be able to work in both the Hotel/Motel Front desk and the call center.
- Communicate with housekeeping in regards to rooms and issues.
- Manage rooms to maximize the number of rooms out per night.

Other Responsibilities:

- All other duties as assigned by the Lodging and Reservations Manager.

ADA Requirements

- Continuously
 - Walking
 - Repetitive use of hands/arms
 - Eye/hand coordination
 - Talking
 - Hearing
- Frequently
 - Reaching Overhead
 - Repetitive use of hands/arms
 - Grasping
 - Lifting up to 50 pounds

- Carrying up to 50 pounds
- Visual acuity to determine accuracy, details and transcribe data. Close proximity of computer software.
- Occasionally
 - Bending Over
 - Balancing
 - Pushing or Pulling
 - Lifting more than 50 pounds
 - Carrying more than 50 pounds
- Environmental Conditions
 - Continuously working indoors.
 - Continuously working with others.
 - Frequently working alone.

Qualifications and Education Requirements:

- Must be fluent in English, other languages a plus.
- Be familiar with computers and be able to use many different programs at one time.
- Preferably have working in Medora previously.
- Must be able to step in if the manager is not around. Previous management experience preferred, but not required.
- Previous customer service experience required.

Supervision:

- This is a supervisory role.
- This position reports to the Lodging and Reservations Manager.

Please note that this job description is meant to give a basic understanding of the position and does not cover every part of the job duties and requirements. TRMF reserves the right to change or assign other duties to this position at anytime.