
Job Title: Reservations Coordinator**Position Type: Full Time, Non-Exempt****Work week: Weekends required. Occasional evening, night and holiday work as needed****Salary: \$13.50-\$18.30/hour****Supervisor: Office and Reservations Manager**

Job Summary

National Ability Center, a rapidly growing national nonprofit, seeks a Reservation Coordinator who will be a leader in the areas of Reservations, Customer Service, and Office Administration. A primary function of this and every position at the National Ability Center is to ensure that each member, guest and visitor receive the highest caliber of service.

Major Tasks and Responsibilities

- Oversee & support the processing of individual, group, and lodge reservations through the collection and all fees and required documents and send confirmation emails
- Administer guest/ visitor-specific marketing materials and be prepared to answer questions about all aspects of the organization including but not limited to programs, tours, fundraising events, and volunteer opportunities
- Hand out program and forms, marketing materials and information to those inquiring
- Field all questions from stakeholders and communicate pertinent program related feedback to appropriate Program Team members
- Act as intermediary between Program Managers and participants to promote and sell appropriate programs for each individuals' specific needs and/ or adaptations
- Support organization with running/editing reports
- Ensure data quality with routine database cleanup projects
- Maintain Participant Handbook with the most current Policies and Procedures
- In collaboration with the Program and Marketing departments, review and update registration materials and maintain accurate web information
- Ensure the input and maintenance of high quality participant data and provide any necessary and/ or ongoing follow up
- Provide leadership in strengthening internal communications with staff at all levels throughout the organization; create and promote a positive and supportive work environment
- Participate in and oversee the training of all new employees and volunteers
- Develop, maintain, and distribute all Standard Operating Procedure documents for department
- Assist reservations team in developing and maintaining the backend for all new program session and appointments in database
- Ensure accurate group data entry

- Process lodge room registrations for groups, individuals and others and collect and process fees, enter into the database and send confirmation emails
- Oversee and maintain paper and electronic filing systems for all registrations systems
- Staff the front desk every weekend and be prepared to manage any unforeseen circumstances
- Take the lead in collection of payment in a timely manner and tracking on and following up with accounts receivable

All Other Responsibilities:

- Create a nurturing, positive and professional environment while promoting policies and procedures amongst staff, volunteers and community
- Provide accounting information required for accurate tracking including receipts, correspondence, records of in-kind donations and other documentation
- Attend required staff meetings and trainings.
- Collaborate with multiple departments for annual planning including timelines, budget and department goals
- Take notes for staff meetings
- Comply with NAC safety and health policies and procedures
- Drive NAC vehicles for event and programs as needed
- Participate fully as member of the NAC staff team
- Implement and supervise safety/risk management protocols in a caring and fun environment for participants, volunteers and staff
- Other responsibilities as assigned

Required Knowledge and Qualifications

- Bachelor's degree in business or related equivalent professional experience required
- Strong computer skills including intermediate or higher level proficiency in Microsoft Word, Excel, Access, Intuit Quick Books, Salesforce and other business and internet applications
- Demonstrate a high tolerance for interruptions. Must have the ability to perform job functions effectively and provide excellent internal and external customer service amid high volume of interruptions and noise
- Experience with individuals with disabilities and adaptive programming and equipment preferred
- Ability to accommodate multiple responsibilities and shifting priorities
- Demonstrated ability to work productively and collaboratively within a team
- Excellent interpersonal communication, relationship building and stewardship skills; ability to personally connect with, network and engage diverse groups of internal and external stakeholders
- Flexible with strong work ethic and an entrepreneurial spirit to accommodate multiple responsibilities and shifting priorities
- Ability to work well with others and motivate people
- Strong work ethic and commitment to delivering high-quality work aimed at results
- Strong commitment to providing excellent Customer Service

- Accountable to organizational and personal goals and objectives
- Experience with online registration systems and/or check-out systems a plus
- Ability to positively receive and provide job coaching for personal development
- Strong organizational and communication skills, both written and verbal
- Commitment to a positive, fun and team-oriented working environment

Benefits: Medical, Dental, Paid time off, Paid holidays, Long-term disability

Refer to the National Ability Center Handbook for specific details