



Prairie Gardens & Adventure Farm

Reservations Manager Job Description

Position Details

STATUS: Vacant Longer hours may be required at peak season. (Sept – October)	Rate Of Pay Hourly: \$15/ hour - \$18 / Hour Hours of Work: varies through season between 100 – 190 hours / month
Duration: Part-Time Jan – November	Description Updated August 14, 2012

Prairie Gardens & Adventure Farm is located just 25 minutes northeast of St. Albert and Edmonton. We welcome over 50,000 visitors, families, and school children each year. Visitors enjoy safe, clean and kid-friendly activities, and a well-maintained Adventure Farm and Garden Centre facility featuring:

- Corn Mazes
- Ghost Town of 'Boo'n Accord
- Farm Market and Gardens
- Company Picnics and School Field Trips
- Gift Shops
- U-Pick Strawberry and Vegetable Farm
- Garden Centre with Greenhouse Production Facilities
- On-Farm Festivals & Tours

The Reservations Manager provides “Experience Sales & Reservations” support to the Owner, Tam Andersen, assisting with the coordination, promotion, and delivery of Adventure, Garden Centre, and Retail programs on the farm. Office staff support and liaison with Office Manager, Retail and Adventure Programs Coordinator, Garden Center Programs, Food Services, and School Tours Leader.

Key Duties:

Key responsibilities are: Customer reservations, group outing quotes, customer phone service and conversions, reservations bookings for tours, school field trips, birthday parties, company picnics and corporate retreats, keeping reservations records. Additional job duties will include assisting with: strategic planning, administrative planning and execution of programs, the coordination of office support for on-farm festivals and special events, school tour programs, marketing opportunities.

The reservations manager is responsible for:

- Setting up and monitoring group sales procedures, contracts, and contact lists,
- Prospecting for clients, generating business leads, and capturing conversions from inquires from phone or by email internet
- Providing quotes for group / company / corporate outings,

- Writing and implementing corporate event / company picnic / birthday party contracts, and deposits owing / received records,
- Providing copies of invoices to office manager for corporate outings and company picnics, for statement generation
- Liaison with Office Manager for monitoring billing arrangements.
- Management of tour availability, birthday party site, and campfire site inventories,
- Stays abreast with competitor rates and ensures that inventory records are properly maintained.
- Updating, auditing and reviewing website marketing, brochures, and e-calendars that indicate experiences and / or the levels of inventory.
- Supervises seasonal support staff when assistance is required,
- Supervises the reservations team, communicating with:
 - Food Services
 - Birthday Party Coordinator
 - Tour Program Lead
 - Admissions team
- Overseeing information available online such as promotional offers and rates is also part of his duties.

You will utilize your strong business acumen and organizational skills while working with management to discuss business strategies and developing process improvements. Excellent working experience with Microsoft Office and Excel are necessary for this position.

Your interactions will encompass all levels of management as well as service personnel so strong people skills are a necessity.

Minimum 3 years customer service / office experience required.