

## GUEST SERVICES REPRESENTATIVE

### Position Summary

The Guest Services Representative (GSR) will join the MH&T team with primary responsibility to assist with the guest inquiry, trip planning and hut reservations process in an effort to set the stage for a high-quality guest service experience and help establish MH&T as a world-class tourism destination. Suitable candidates will have an outgoing personality and the ability to communicate effectively via phone, email, and in-person. Candidates must also possess excellent organizational and problem solving skills. This position requires exceptional computer skills and the ability to effectively multi-task in a dynamic office environment. Experience in Customer Service and/or Reservations required. Experience in hospitality services is desirable. We are looking for a team player who is self-motivated, results-oriented, and willing to go the extra mile to ensure that MH&T guests have the information they need to have a safe, enjoyable, and memorable experience.

This is a part-time (24 - 32 hours/week), position that will routinely include weekends. This position is primarily based out of our Kingfield office and will involve occasional travel into the huts and the Outdoor Center. Occasionally supports offsite events.

### Employment Qualifications

- Exceptional computer literacy, proficiency with Microsoft Suite, and effective typing skills are required.
- Excellent verbal and written communications skills required.
- Customer service and/or reservations experience are required. Experience in an office environment is desired.
- Must have outstanding organizational and follow-through skills and be able to work independently.
- Excellent time management and ability to multi-task required.
- Commitment to being a team player within a detail-oriented, fast-paced environment is required.
- Positive & proactive attitude regarding MH&T's mission is required.
- Knowledge of local area and communities, preferred.
- Affinity for, and knowledge of, the activities supported by the MH&T system including xc-skiing, snowshoeing, hiking, paddling and mountain biking.

### Position Responsibilities

- Efficiently take and confirm reservations via telephone and email, using web-based reservations software and effectively deliver travel and safety advice to our guests.
- Provide assistance and information to guests who call or visit the Kingfield office.
- Fulfill memberships, gift certificate orders and map requests as needed.
- Contribute to the overall success of the organization in meeting its lodging and membership goals and objectives.
- Additional duties as assigned.

To apply, please send resume and cover letter to [collet@mainehuts.org](mailto:collet@mainehuts.org).

Maine Huts & Trails is Equal Opportunity Employer and values diversity in the workplace.