



HEADLANDS

COASTAL LODGE & SPA

RESERVATION SALES AGENT

Position Summary

The Reservation Sales Agent is a key position on our sales and guest services team. This position is critical in capturing and maximizing lodging and outlet revenues. You achieve this by answering questions and providing correct information to our guests, and supporting our sales team where needed. The Reservation Sales Agent ascertains the needs of potential guests and matches those needs with the guest rooms, packages and experiences that we offer.

About the Lodge

Headlands Coastal Lodge & Spa is a 33-room luxury retreat on Cape Kiwanda catering to adventure-seekers and the active Pacific NW lifestyle. We embrace a service culture that supports guests and team members in a gracious and authentic way.

What you will do

- Answer incoming phone reservation or information inquiries
- Proactively following up leads
- Outreach to arriving guests for planning assistance
- Leverage strong business writing skills to respond to e-mails, texts, and other guest correspondence

What is Important

- That you set the tone for future interactions and experiences prospective guests; you are often the first point of contact and the 'voice' of our company
- That you are a clear communicator and possess warm, professional written and verbal skills
- You are able to work a flexible schedule: days, nights, weekends and some holidays
- You are competent with basic computer software and operating systems

Who are you

- You are skilled at negotiating and selling
- A clear communicator with a pleasant phone voice
- A creative thinker and quick on your feet
- Driven and results oriented
- Passionate about providing great customer service

Lifestyle and company benefits

Paid time off, medical benefits, 401K, AND you get to work in Pacific City!

TO APPLY

If you think you are eligible for this position, please submit a **resume** and **cover letter** to KristaT@kiwandahospitality.com. In the subject line, please include "Job Application:," your name, and position you're applying for (Ex: Job Application: John Smith for General Manager).

To see more job openings go to [HeadlandsLodge.com/Careers](https://www.headlandslodge.com/careers)