	<b>JOB DESCRIPTION</b>	Document Number: 001	Version: 2.0
	<b>Reservations</b>	Originated: 22 Apr 2016	Originated by: KW
	SUBJECT: <b>Reservations Associate</b>	Revised: 02 June 2017	Revised by KW

<b>Job Title</b>	<i>Reservations Associate</i>
<b>Reports to</b>	Reservations Manager
<b>Department</b>	Reservations
<b>Location</b>	Akumal, Mexico

## General Summary


A Reservations Associate is a critical role in the Loco Gringo organization. The primary purpose of this position is to communicate and showcase the core philosophy of the company and increase tourism to the Mexican Caribbean by sharing local information and insight to Riviera Maya customers. This position is measured by outcomes and therefore, high quality performance focused on quantitative results is imperative.

Customer contact and sales includes, but is not limited to, answering email inquiries, telephone inquiries and nurturing new customer leads to meet monthly sales projections. Securing vacations includes processing reservations in the Loco Gringo reservation system and securing vacation rental payments. Customer service is continued after the vacation rental process by assisting clients' vacation planning with in-house resources or personal insights that will make their vacation better than they imagined.

LocoGringo is more than just a vacation rental company, which is why this position is so important. We create great vacation experiences with our customers through a carefully thought out process that does not end at the reservation. The reservation is just the beginning!

## Essential Functions and Duties

The Reservations Associate role is heavily dependent on a high level of drive that focuses on customers' needs. The following is a brief list of duties, without limitation: *(Management reserves the right to add or modify the duties and responsibilities at any time).*

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## Reservations Associate

Riviera Maya expert who matches the customers' vacation needs with local vacation rental inventory [L][SEP]

Identify and propose potential business opportunities by developing new relationships and / or leveraging current relationships appropriately [L][SEP]

Enhance market position by developing ongoing job knowledge, participating in educational opportunities and maintaining and creating appropriate professional networks [L][SEP]

Add value to current job and accomplishments by exploring new and different opportunities, while maintaining balance between high quality expectations and availability [L][SEP] of company resources [L][SEP]


Gain a thorough understanding of company products and services to ensure alignment with customer service excellence [L][SEP]

Maintain and / or improve understanding of internal and external customers' needs and issues while developing a possible solution to meet or exceed expectations

Participate in the updating of information in as it pertains to property information in our reservations system and software.

## Organizational Development and Culture

Embody the organizational culture and work towards achieving the goals and vision of Loco Gringo

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## Qualifications

Knowledge of the sales process and sales experience

Meticulous attention to detail

Knowledge and use of Microsoft Word, Excel and beyond basic computer functions

Math skills

Outstanding speaking and writing skills in English

Phone sales and customer service skills in Spanish and English <sup>[L]</sup><sub>[SEP]</sub>

Knowledge of the Riviera Maya, Costa Maya and Yucatan <sup>[L]</sup><sub>[SEP]</sub>