

DSROA Cabin Reservationist Job Description

- Reservationist is to maintain professional relationships and trust with members.
- Receive cabin reservation requests from members, member-guests, and non-members submitted by website, phone, email, or text messaging.
- Maintain spreadsheet for member cabin use time.
- Review of unpaid member cabin reservation requests.
- Enter DSROA Cabin closure dates & reserve annual meeting, 2 years in advance of each.
- Coordinate with Bookkeeper to ensure invoicing, including additional fees due following reservations (pay-per-play, damages, etc.) is accurate.
- Provide weekly check-in and check-out report to property management company.
- Maintain and update cabin arrival/departure schedule for property management company and work camper use. This should occur in real time as much as possible.
- Correspond with members for the following:
 - Provide reservation confirmation information, answer questions.
 - Receive information from property management company on cabin status/road conditions and provide alerts, additional check-in information, to members as applicable.
 - Relay any follow-up check-in information to property management company (example: early/late arrival, last minute cancelations)
- Following Check-out:
 - Receive feedback from property management company for any applicable additional fees to be billed to member.
 - Keep Google Docs tracking sheet shared with property management company /office for check-out information and statistics.
 - Correspond with cabin guests to receive feedback regarding their stay and cabin condition. Notable feedback should be provided to the DSROA board for evaluation.
 - Correspond with cabin guests for additional fee assessments or reminders from property management company on issues of importance, such as incomplete cleaning procedures.