The iconic Georgian Terrace is a landmark of modern luxury and sophisticated Southern hospitality, located at the epicenter of Midtown's thriving arts and culture scene. We are recruiting a Reservations Agent, responsible for handling all reservations, inquiries and cancellations in a timely and courteous manner. The successful person will be expected to give accurate information pertaining to the hotel's activities and layout; to be familiar with the hotel computer system, and to maintain open communication with Guest Services and sales staff. **Benefits Offered.**

**The position requires that you have:**

- Any combination of education and experience equivalent to graduation from high school and any other combination of education, training or experience that provides the required knowledge, skills and abilities. High school diploma required.
- A high level of proficiency in various computer software applications in work processing, spreadsheets, database and presentation software including, but not limited to (MS Word, Excel, Access, PowerPoint, Delphi).
- Ability to work long hours sitting at a desk
- Flexibility to work a schedule that varies with occupancy levels and business demands
- Excellent interpersonal, communication and organizational skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy.
- Ability to work independently with minimal or no supervision
- Must be able to work in fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands

**Job Duties include:**

- Answer all telephone lines in the reservation department promptly and courteously. Input rooming lists, group status sheets and other information pertaining to upcoming groups by typing into computer terminal.
- Input reservations from GDS and Ecommerce sites in a timely manner.
- Reconcile arrivals list from Portfolio and GDS.
- Process confirmations; post advance deposits daily to the proper account and complete transaction audits
- Maintain current information and knowledge on packages, room rates, holiday packages and sales promotions
- Research travel agent commissions
- Upsell goods and services offered by the hotel

**Please visit the link to apply:** [https://chesapeake.snaphire.com/jobdetails?jobmc=30743HC](https://chesapeake.snaphire.com/jobdetails?jobmc=30743HC)