

## **Reservations Agent (Chapel Hill, NC)**

Divi Resorts, with headquarters based in Chapel Hill, NC, offer Caribbean vacation guests some of the most beautiful Caribbean Resort locations in the world: Aruba, Barbados, Bonaire, St. Maarten, and St. Croix in the Virgin Islands. Specializing exclusively in Caribbean vacation destinations, Divi Resorts offers our guests unique Caribbean vacation experiences from an insider's perspective; and award-winning staff treat our guests to the best in island resort hospitality. We seek an experienced, customer-service focused individual to join our dynamic organization as a Reservations Agent.

### **Job Summary**

The Reservations Agent is responsible for providing exceptional customer service to our clients in a high call volume call center while providing them with essential information about our resorts and assisting them in making reservations.

Specific duties to include:

- Answering all incoming customer calls in a courteous and professional manner
- Utilizing our reservations systems to book reservations as well as answer any inquiries regarding rates, special offerings and changing existing reservations, as needed
- Maintaining all documentation and tracking information in system in accordance with processes and procedures

### **Job Requirements**

- Experience in multi-line, high volume telephone call center
- Excellent Customer Service skills
- Experience in Reservations call center
- Strong computer (Word, Excel and Power Point) and administrative skills
- Proficient with computer based reservations skills and/or Sabre
- At least 2 years customer service experience
- Ability to work a Monday through Friday 8:00 am to 5:00 pm schedule (with overtime when needed)
- Excellent written and oral English communication skills
- Excellent phone etiquette
- Ability to work in a team environment

**We start at \$15.00 per hour plus benefits and incentives for all new hires.** We offer a dynamic work environment, great location and terrific benefits. **Interested candidates should apply with resume and salary requirement.** EOE/Drug Free Workplace.