



Reservationist Job Description

The Isabella Freedman Jewish Retreat Center seeks a Reservationist to serve as one of the primary greeters when guests call or email to inquire about or register for programs. This requires becoming familiar with all aspects of the retreat center operations, including but not limited to costs, accommodations, teachers, classes and food.

Candidates must have strong organizational and computer skills, including database and spreadsheet fluency; must be able to learn about our programming and site quickly in order to answer callers' questions effectively; must be strongly service-oriented, with experience in guest/customer service; must have a welcoming and warm phone voice.

Responsibilities include the following:

- Registering guests for programs using Thriva, our online registration database.
- Preparing reports such as guest accounts, financial reports and guest rosters.
- Participating in the management of guest accounts, including working with guests on understanding their accounts and statements.
- Greeting guests on check-in days, which includes providing room assignments and confirming receipt of full payment. Check-in days may involve long hours.
- Assisting in the design and management of the Thriva database.
- Working cooperatively with registration and other staff to coordinate housing, food requirements, and guest transportation.
- Working cooperatively with program staff to ensure guest satisfaction.
- Participating in the management of our financial aid system.
- Assisting in the processing of teacher payments.
- Meeting weekly with the Director of Registration, your direct supervisor.

Salary and Benefits: Commensurate with experience, may include housing. Includes meals when the dining hall is open. Health care and paid vacation negotiable after first three months of employment.

Start date: September 1, 2008 or sooner.

To Apply: Please send cover letter, completed New Staff Application and resume to Tara Tayyabkhan at tara@isabellafreedman.org. To learn more about Isabella Freedman, please visit www.isabellafreedman.org.