



IOLANI PALACE

The Friends of 'Iolani Palace Job Description

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| Position: | Reservation/Cashier Associate |
| Department: | Guest Services |
| Reports To: | Director of Guest Services |
| FLSA Status: | Full-Time, Non-exempt (40 hours per week) |
| Pay Scale: | \$17.00/hour |
| Approved By: | Executive Director |
| Approved Date: | January 6, 2023 |

Position Summary

The Reservation/Cashier Associate will be responsible for the oversight of the museum's reservations system, including responding to all visitor inquiries by phone/email, processing, and booking requests. This individual will provide aid to the Lead Reservationist with all group sales reservations, rescheduling, payment transactions, refunds, and will provide reconciliation. S/he will be responsible for opening and closing and provide concierge services to ensure that guests have a positive experience.

Essential Duties and Key Responsibilities:

- Manage all requests for bookings, cancellations, rebooking's, and process charges accordingly.
 - Perform assigned duties with diligence, speed, accuracy, follow-through, and work with minimal supervision.
 - Greet customers and determine what each customer wants or needs to ensure a pleasant experience.
 - Create reservations on behalf of the museum over the phone and online providing a positive experience for all callers and individual by answering a wide range of questions; enhance the customer's experience and represent the museum as a cultural and historical place.
 - Utilization of POS/Online software.
 - Open and close cash register, performing tasks such as counting money, balancing cash drawer, and manage end of shift/day deposits.
 - Follow and maintain knowledge of current sales, policies regarding payment and exchanges, and all procedures relating to the POS.
 - Accurately fill out reservation office reports.
 - Accept payments, ensuring all prices and quantities are accurate.
 - Process refunds, exchanges and resolve any complaints.
 - Generate end-of-day reports.
 - Inform managers of any inventory shortages, deposit shortages/overages, depletion or any other problems or difficulties.
 - Accurately convey information related to the museum, events, programs, availability, and prices.
 - Engage with guests by sharing the Palace's story through interpretive merchandise and historical knowledge.
 - Assist colleagues and other departments with guest-related needs.
 - Keep work area clean, tidy, and safe.
 - Follow all company/department policies and procedures.
 - Attend all mandatory meetings as directed.
 - Learn about FOIP Membership program to recruit new members.
 - Available to work evening/night hours, weekends, and holidays.
 - Perform other duties as requested.
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Qualifications and Skills

- Minimum of one year experience working in a reservation office.
- Ability to work both independently and with a team and take initiative.
- Ability to endure a high volume of phone usage.
- Ability to work in a demanding environment to provide excellent service.
- Patience and flexibility while also staying energized and focused on providing excellent customer service.
- Ability to demonstrate high levels of professionalism, courtesy, good judgment, attention to details, and working well under pressure in a fast-paced environment.
- Proficiency in cash handling.
- Ability to solve practical problems and deal with a variety of situations.
- Ability to deal effectively with internal and external guests, some of whom will require prominent levels of patience, tact, and diplomacy to defuse anger.
- Ability to change priorities as guests' and management's needs dictate.
- Ability to focus attention on guests' needs, while remaining calm and courteous.
- Sensitivity to cultural issues and the significance of the Palace to Hawai'i's communities.

Physical Requirements

Includes, but is not limited to, the following:

- Frequent sitting throughout work shift.
- Ability to lift 30 pounds or more.
- Ability to ascend and descend stairs.
- Occasional walking and standing.
- Occasional lifting, pushing, pulling, or otherwise moving objects.

This job description is a summary of job, duties, responsibilities, and qualifications and in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by their immediate supervisor.

For questions or to submit a resume, email jobs@iolanipalace.org.