



Sales – Reservationist Job Description

Title: Reservations & Sales Agent

Reports To: VP of Sales & Marketing, 16 Hands LLC

Pay Range: \$17-\$20

Seasonal Position for Whitefish Outfitters

At 16 Hands, LLC, the parent company for Whitefish Outfitters, our core focus is connection. We want our guests to have an exceptional experience not just a vacation, so we want them to connect to our staff, the people they came with, nature, and to themselves. You would be integral in facilitating connection with guests by delivering a positive and thorough sales experience.

General Responsibilities:

Whitefish Outfitters & Tours prioritizes safety so operating and acting with safety as a priority is crucial.

The Reservations & Sales Agent manages all incoming calls, emails, and guest inquiries while creating positive experiences from first contact through trip completion. This role handles new and existing reservations, processes payments, assists with rentals and retail sales, and uses local insight to help guests plan the right adventure. This is a customer-facing position in a fast-paced seasonal environment.

Hours & Scheduling:

- Full time, Seasonal (30-40 hours weekly) Hiring Immediately!

General Expectations & Responsibilities

- Respond to all inquiries and secure tours. Inquiries come via website, phones, third party websites, emails and walk-ins
- Conduct all guest interactions professionally
- Maintain proper customer updates and booking notes in Peek Pro.
- Gain understanding of all tours, products and services
- Assist customer trip planning, recommend activities and area-related questions
- Strong customer service skills
- Secure tour bookings through clear communication and thoughtful service
- Accurately enter and manage reservations, modifications, and payments
- Assist walk-in guests with bookings, rentals, and retail purchases
- Order and coordinate guest lunches as needed, ensuring accuracy and timely delivery
- Manage daily bike and e-bike rentals, including safety instruction and pre- and post-rental checks
- Maintain a clean, welcoming storefront and rental area
- Open and close the shop and building as directed
- Monitor retail inventory and submit restock requests to management

Personal requirements: Self-starter, Responsible, Team Player, Excellent people and Communication Skills.

Send applications to:

Whitefish Outfitters | info@whitefishoutfitters.com | 406-212-0080 | 541 Spokane Avenue, Whitefish, MT 59937