



**ZOOLOGICAL
WILDLIFE**
FOUNDATION
WWW.ZWFMIAMI.COM

JOB DESCRIPTION

BOOKING AGENT

Description of General and/or Daily Duties:

(This list may not reflect all daily duties but is used as a guide for the Booking Agent responsibilities)

- + Report to work on time wearing proper uniform (ZWF button shirt, green/kaki pants, boots, no sneakers or open toe shoes are allowed).**
- + Clock in/out for entry and existing this include during lunch breaks.**
- + Answer all phone calls and take reservations, provide customer service, answer general questions.**
- + Provide access/entry to customers calling in from Main Gate to customers.**
- + Print daily reservations from PEEK system and create invoices on Quickbooks. Email confirmation must be sent to customer upon completing the invoice.**
- + Review PEEK website and print daily schedule, provide refunds when necessary.**
- + Answer emails daily providing customers with tour information, pricing, etc.**
- + Monitor and print GUILT CITY reservations. Use database to redeem bookings.**
- + Ensure the Adoptions are being charged on a timely basis. Provide copies and original of invoices to Management.**
- + Enter demographicals on website to ensure month end reporting can be obtain on a timely basis.**
- + Update customer addresses on QuickBooks.**
- + Maintain the Daily Task List current**
- + Maintain the Tallies information current on a daily basis to ensure accurate reporting.**

- ✚ **Send/Print Credit Card Authorizations.** For In-House Booking, customer are to be sent a credit card authorization form via Adobe Acrobat/EchoSign database. Upon receipt of the completed form, Booking Agent is to charge the customer for tour according to invoice created.
- ✚ **Maintain work area clean and tidy.** Remove trash receptacle Saturday and Sunday at the end of day since housekeeping does not work on these days.
- ✚ **Maintain reception area clean and tidy.** This area must be maintained after every tour.
- ✚ **QuickBooks: Data Entry must be accurate,** customer name, address, email, tour time and date, tour type and billing must be confirmed before sending to customer.
- ✚ **Ensure knowledge on how to charge customer using Credit Card Machine.**
- ✚ **Ensure accuracy of cash register.** Reconcile daily after every closing.
- ✚ **Ensure when checking in customers Waivers are completed accurately,** proper ID is obtained and verify credit card used when necessary.
- ✚ **Maintain copies of all forms fully stocks on a daily basis (Waiver, In-House Booking Forms, Request for Days Off, Cash Forms, Tips Forms, etc).**
- ✚ **Maintain a list of Office Supplies and report to Administrative Assistant and/or Property Manager when supplies are low to ensure supplies are fully stocked.**
- ✚ **Maintain accuracy in Calendar daily.**
- ✚ **Ensure all computers, copy machines, and other equipment is taken care of and if equipment is not working properly to call technician and/or advise Management.**
- ✚ **Prepare next day's tour schedule (PEEK, Calendar, Invoices, etc)**
- ✚ **Ensure knowledge of use of Camera and Flashdrives.** Keep pictures on desktop for 7 days then discard. Ensure flashdrives are fully stocked and report to Administrative Assistance and/or Property Manager for ordering.
- ✚ **Log out of all applications and turn off computer on a daily basis.**