The Sales & Inventory Manager of Knik River Lodge is responsible for overseeing Reservation Sales & Operations, Front Desk and Activity Center Operations.

**Reservations Sales & Operations**

* Maintain and update product rates, images and descriptions within the reservation system, Checkfront. Manage inventory and oversee group and rolling block allotments, inventory usage reports, and inventory release schedules according to wholesale contracting.
* Provide regular sales and booking reporting of cabin, tours, event space and other bookings made into the Checkfront reservation system.
* Work to identify weaknesses and strengths within reservation system, reservation process processes and fulfillment to further sales growth. Develop related reservation techniques, training and procedures to facilitate efficient processes.
* Coordinate the integrate lodge accommodations, activities, and packages with Knik River Lodge website for efficient product illustration (description & images) and eCommerce sales with website developer.
* Maintain Online Travel Agency portals with profile updates (descriptions & images), rates and inventory loading or connections to reservation system, and special offers engagement.
* Distribute wholesale direct billing for cabin and group reservations during the operating season.
* Oversee primary communication channels (lodge phone lines & general email) and ensure timely and professional written and/or oral communication.

**Front Desk Operations**

* The hiring, training, and scheduling of Reservations, Front Desk, and Housekeeping team members.
* Daily management and distribution of inquiries to reservations and front desk staff. Monitor fulfillment and quality of responses. Provide corrective action to improve techniques used by reservations and front desk team members.
* Reviews reservations for accuracy, paying attention to special requests, add-on packages, and any necessary vendor confirmations for non-owned product.
* Daily management and distribution of housekeeping needs for both hold-over and turning accommodations.
* Inspects rooms regularly to ensure proper level of cleanliness, cabin amenities/equipment is in working order.
* Place orders for housekeeping items.

**Activity Center Operations**

* Oversee the maintenance and development of the lodge’s onsite Activity Center.
* Maintaining a clean and tidy space for both guests and activity vendor use.
* Staffing of Activity Center desk during peak guest hours.
* Maintain guest library, DVD selection, travel resources (maps and activity brochures)
* Promote onsite tour and activities sales as well as onsite food and beverage offerings