



Job Title: Customer Service Center Agent
FLSA: Part-time, 20-25 hours per week, morning shift
Rate of Pay: \$15/hr

Orchid Events (Orchid) provides convention housing management and convention registration services in cities throughout the United States. Clients include associations, trade shows, direct selling, corporate, faith-based, and government organizations. Orchid is experiencing 15% year-over-year growth.

We are seeking candidates to work a part-time schedule in our Customer Service Center, based in our Salt Lake City Office.

Responsibilities:

- Answer inbound telephone calls from guests, assist with making and modifying hotel reservations and conference registrations.
- Answer customer emails.
- Process written requests for hotel reservations and conference registrations.
- Special projects, including but not limited to: hotel rate comparisons, process rooming lists, build customer surveys, various projects using Excel

Qualifications:

- Technical Proficiency – experience with or ability to learn rapidly:
 - MS Office suite, especially Excel
 - Reservation & Registration software
 - Other web-based apps
- Inbound call center and/or hotel experience highly preferred
- Communicate effectively with customers over the phone
- Skilled writer
- Organized and motivated
- Bilingual English-Spanish preferred

To Apply:

Email cover letter and resume to Natalie Rausch: nrausch@orchid.events

Final candidates will be subject to a background and reference check. E/O/E