



<https://www.dogizone.com/careers/reservation-specialist/>

## Reservation Specialist

### Description

Are you an Inside Sales Rep who wants to work for a thriving company where you can grow, be recognized, and be rewarded for your work? **THEN WE WANT YOU!**

The Inside Sales Specialist will join our high energy sales team in a fast-paced fun environment with dogs. This position requires working independently with minimal supervision making reservations, selling services and providing consistent follow-up on all previous sales calls, focusing on booking reservations and in person sales appointments for additional sales and services to our existing customer base (Position will take incoming calls from pet owners, this is not a call center and NO cold calling is required).

### Responsibilities

- Answering client inquiries and new guest services 80-90% via phone calls
- Conducting outbound calls to prior clients
- Maintaining and maximizing client conversion rates
- Informing clients of all programs and services via scripts 100% of the time
- Providing a memorable and WOW experience to the client over the phone
- Monitoring the scheduling of company programs such as transportation
- Providing in person scripted tours to clients coming in to see the facility
- Partnering with Reception to stay up to date on any clients/dog scenarios
- Effectively dealing with client escalations and creatively problem solving

### Qualifications

Previous experience in sales or customer service is highly desired. Industry experience is a PLUS, but not necessary. Strong communication skills (oral and writing) is required. On-the-job training is provided. Applicants need a high school diploma or equivalent. Basic requirements for this position include, but are not limited to a pleasant and upbeat phone demeanor, ability to provide excellent customer satisfaction, maintain monthly targets, and ability to work well with others. Additionally, this position requires the ability to perform multiple tasks simultaneously to quickly establish rapport with the customer, educate them on our services, answer questions and address concerns, as well as assisting the customer in selecting options that best fit their needs.

### Job Benefits

- Innovative Company that leads in our marketplace
- Potential for growth and personal development
- Great team atmosphere
- Competitive pay PLUS commission / bonuses
- Paid training and on-boarding
- Paid birthdays

### Employment Type

Full-Time

### Industry

Pet Care

### Job Location

501 E. Gude Dr., 20850, Rockville, MD

### Working Hours

35-40 hours weekly

### Base Salary

\$ 14.00/hour

### Date posted

December 10, 2018