

COMMENT CARD EVALUATOR

(Part Time Seasonal Position, 25 hours per week until November)

SUMMARY:

Responsible for analyzing and processing all guest comment cards that have been received upon tour completion.

POSITION DUTIES/RESPONSIBILITIES:

- Read, analyze and process all guest comment cards received from individual tours in accordance with established company guidelines in a timely manner.
- Identifies important client concerns and trends to determine an overall customer rating for all tour components.
- Channels all relevant issues that require responses to the appropriate areas to the Guest Relations Supervisor
- Provides management with Comment Card summary and trend information as appropriate.
- Provides professional written responses to general client/agency inquiries.
- Must perform other duties and responsibilities as required.

KNOWLEDGE/SKILL REQUIREMENTS:

- High school diploma and previous demonstrated success in working in a response based customer services environment
- Demonstrated proficiencies in various computer applications
- Demonstrated success in the processing and response of volumes of data
- Excellent oral and written business communications skills

RESULTS/EXPECTATIONS:

- Accurate and timely processing of all customer comment cards received after the completion of client tours
- Accurate and timely reporting of summary issues and trend information to the Guest Relations Supervisor as needed
- Must continuously meet/exceed assigned business goals