

HOT JOBS

Multiple Positions *Yo1* Monticello, NY

Overview: Yo1 is a modern and unique wellness center located in Monticello, NY.

Phone Operator

Yo1 is seeking a PHONE OPERATOR.

Phone operators deliver excellent customer service via telephone, including taking messages and forwarding them on to the appropriate department.

This position can be full time or part time, high school diploma or equivalency required.

Position is available IMMEDIATELY at a starting rate of \$15 per hour.

Reservations Agent

The Reservation Agent is responsible for selling rooms and providing information to prospective guests. This position is also expected to capture sales from the incoming calls and coordinate details of each reservation to ensure the guest's satisfaction.

Strong interpersonal skills.

Flexible availability; AM/PM shifts, weekend and holiday availability required.

Willing and able to work well with our staff.

Good problem solving ability.

Fluent in reading, writing and spoken English language skills.

Must possess valid authorization to work in the United States.

Reservations Manager

The Reservations Manager is responsible for leading a team of reservation agents and selling rooms and providing information to prospective guests, to capture sales from the incoming calls and coordinate details of each reservation to ensure the guest's satisfaction. The Reservations Manager handles all guest interactions with the highest level of hospitality and professionalism, accommodating special requests whenever possible; resolves customer complaints; assists customers in all inquiries.

Requirements:

Experienced guest service professional with excellent phone skills, ability to multitask and have a passion for service and hospitality.

Must be able to make quick decisions and work in a hectic and diverse work environment.

Strong ability to prioritize, organize, and manage competing priorities.

Possess well-developed leadership and problem solving skills.

Must be able to build and maintain business relationships.

Excellent reading, writing, and oral proficiency in the English language

Must possess valid authorization to work in the United States.

Apply: via Indeed at <https://www.indeed.com/jobs?q=yo1&l=Sullivan+County%2C+NY>