



<https://fishrigs.com/employment/sales-and-reservations-specialist/>

## Sales and Reservations Specialist

### Description

**RIGS Fly Shop & Guide Service is always looking for talented, experienced people who know the fly fishing industry.** While we have very low turnover, we are always interested to learn what you can bring to our team.

The Sales and Reservations Specialist is a **reservations specialist** responsible for promoting the connection between **trip reservations and retail sales**, ensuring a seamless customer experience. This role requires close collaboration with the **Fly Shop team** to assist trip clients, optimize sales strategies, and enhance business operations.

The ideal candidate will have a passion for fly fishing and customer service, with the ability to assess and improve **reservation and retail systems** to maximize sales, improve messaging, and contribute to overall business growth.

### Responsibilities

- **Lead Reservationist:** Primary duty is to secure trip reservations and client communications. Lead processing and closing of sales in an efficient, professional and courteous manner.
- **Reservation System & Guided Activities Management** – Gain a mastery of all facets of the Reservation Process, Reservation System and possess Managerial Skills necessary to oversee communications with guide staff, retail staff and clients.
- **Communication:** Excellent communication, organization, writing, and computer skills are required to oversee customer and industry relationship building.
- **Retail Sales:** Assist and build retail sales with trip customers and destination collaboration with the fly shop staff.
- **In-House Duties:** Maintain and assist in monitoring the presentation and appearance of our physical location and assets.
- **General Administrative** tasks include answering the phone, maintaining informational materials, guide files, safety and risk management and assisting with community outreach projects.
- **Collaboration & Flexibility:** Work closely with guides, shop staff, and management to create a cohesive approach to customer engagement.

### Qualifications

- Confident, articulate, and professional with a command of regional knowledge. Must be highly organized and provide effective communication so all team members clearly and concisely understand directives in a professional manner.
- Excellent written and verbal communication skills whether speaking to industry partners, potential clients, groups, or via electronic media.
- Detail orientated with the ability to quickly move from one task to another.

### Hiring organization

RIGS Fly Shop & Guide Service

### Employment Type

Full-time, Part-time

### Button

Button

### Duration of employment

Salaried

### Industry

Fly Fishing

### Job Location

1075 Sherman St unit 101, 81432, Ridgway, Colorado, USA

### Working Hours

Part-Time to Full Time depending on candidate qualifications and experience.

### Base Salary

\$ 30,000 - \$ 60,000

### Date posted

February 21, 2025

### **Required Computer Comprehension:**

- Microsoft programs – Word, Excel and Publisher
- Reservation Software – A complete and advanced understanding of trip building, scheduling, guide scheduling/availability, content, discounts, add-ons, waivers, etc. for all facets.
- Computer knowledge – Typing in a fast-paced environment requires quick and accurate recording of information (in person and while on the phone).
- Assist in collaborative marketing and timing of messaging with in-house Marketing Team and Marketing directors.
- Basic understanding of Retail POS systems to assist with Trip client retail sales and licenses as need or requested by in-house fly shop team.
- Basic Photo editing for use in reservation system, promotional materials, trip inventory and social media.

### **Job Benefits**

- Annual part-time 20-30 hrs per week average or full-time salaried position 35 to 40 hrs per week average.
- Two weeks paid time off during off-season.
- Guaranteed profit share after completion of one year.
- Accountability Plan
- Employee discounts and access to PRO-deals, vendor offers and incentive programs.

### **Contacts**

We are looking for a proactive, adaptable, and customer-focused professional who thrives in a dynamic environment. If you are passionate about the outdoors, fly fishing and take pride in delivering exceptional customer experiences, we encourage you to apply. **To be considered for this position, please submit a cover letter explaining your interest in the role along with your resume.**