



6500 CA-49, Lotus, CA 95651 | [TributaryWhitewater.com](http://TributaryWhitewater.com) | 530.626.7385 | [info@tributarywhitewater.com](mailto:info@tributarywhitewater.com)

## **Reservation Staff / Office Assistant**

The purpose of this role is to interact with our rafting clients via phone call, online request, or email and book whitewater rafting trips.

**Location** - Lotus, California

**Pay** - DOE

**Duration** -

### **Responsibilities Include**

- Reporting to the Office Manager.
- Communicating with Operations Manager or River Manager when necessary. Answering incoming phone calls.
- Entering reservations, processing payment and sending automated email confirmation to guests.
- Replying to inquiries from our website forms and arctic reservations system. Following up on guest and reservation request inquiries.
- Gaining familiarity of camping rental equipment inventory.
- Patience, creativity, communication, and group management skills.
- Familiarity with our Square online store and processing orders.
- May include trips to Post Office or our River Camp Outpost.
- Cleaning of office, restroom, and kitchen area may be needed at times.
- Possible gear shuttle driving, camp, and commissary assistance if needed. Being able to adapt to changes in daily logistics.
- Having outstanding communication and rapport building skills with a variety of people. Possessing the desire and ability to interact with guests in a friendly and professional manner. Maintaining a good attitude and keeping morale high throughout the season. Safety conscious practices on the grounds and work spaces.
- Practice environmentally sound processes.

### **Mandatory Skills and Qualifications**

- The desire to give our guests the best rafting experience for their needs.
- Ability to learn and utilize our reservation system "Arctic Reservations" (manual & training provided).
- Desire to learn and possibly raft (if not already familiar with) all 13 river trips we offer. Excellent phone and customer service skills.
- Familiarity with Microsoft Word, Excel and Google Sheets.
- Strong organizational skills.
- Be on time and prepared for all scheduled shifts.
- The ability to manage multiple phone lines.
- Maintain a professional appearance and demeanor.



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- Must be responsible and make a full commitment to the job for the season (April thru end of August).
- Must be able to pass a background check.
- Must be able to lift 20 lbs.

### **About Tributary Whitewater**

We raft a variety of rivers on the west coast from Class II to Class IV rapids and from 1/2 day trips to multi-day camp and raft trips. One of our primary locations is on the South Fork American River in Lotus, CA with a private riverside campground! In addition, we have an outpost at the Truckee River RV park for our Truckee River operations, and a presence on the Trinity, Lower Klamath, North Yuba and many more rivers in California. In Oregon, we raft from the spring through the fall on a wide range of rivers including the Owyhee River, Deschutes River, Rogue River, and Hells Canyon on the Snake River

We believe that rafting trips bring out the best in people. We feel that people respond to the beauty and challenge of the river, and in doing so, discover the best in themselves. In this hectic world, it becomes even more important to “get away from it all”. Our trips can take you deep into the splendor of the forests and mountains, just like the tributaries of rivers.

### **Why Work for Tributary**

- Best gear and equipment in the industry
- Unique river permits in California & Oregon
- Advanced digital scheduling, time card, and reservation portal
- Family owned and operated for 40+ years
- Variety – one day and multi day excursions
- Employee retirement plan & company match
- Employee assistance program (financial, emotional anonymous support)
- Most competent, mature, and friendly staff
- Spacious guide living and accommodations
- Competitive pay and advancement opportunities
- Advanced Guide Training
- Cool swag