



<https://jobsfor7.com/job/reservations-agent-club-member-services-remote-orlando/>

## Reservations Agent- Club Member Services- Remote Orlando

### Job Location

United States  
Remote work from: USA

### Base Salary

USD 40 - USD 50

### Employment Type

Full-time, Part-time

### Description

HGV now offers Day One Team Member Benefits and Daily Pay \*

There's something truly outstanding about Hilton Grand Vacations. We are dedicated to excellence and have received recognition and accolades, such as being named to Newsweek's Most Loved Workplace's list in 2021. We prioritize building memorable experiences and making a positive impact in our industry and communities, which is the foundation of our culture. Team Members are the driving force behind these efforts. It is their talent, passion, and dedication to our brand that has fueled the success of Hilton Grand Vacations!

Your role as a Club Counselor / Customer Service Representative involves aligning with our culture and driving company success by performing tasks to the highest standards.

- Efficiently coordinate and promote membership programs and Affiliated Resort ownership. Answer inbound calls from members and owners, providing effective assistance.
- Answer inbound telephone calls from members and owners and effectively answer inquiries and educate member regarding all program options and benefits using our Spirit of Service techniques.
- Confirm reservations at resorts and affiliates providing comprehensive information about the resort, unit amenities and mandatory alerts.
- Confirm Hotel Reservations with Points providing comprehensive information about the hotel applying numerous software applications during this process.
- Handle lower-level complaints and provide resolution using our Spirit of Service techniques and compensation tools provided.
- Initiate outbound telephone calls to members and owners to encourage usage of program, notification of weather alerts, and special programs or promotions.
- Generate curiosity about special services, i.e. owner referral and travel insurance, through offerings during telephone contact and promote web services when applicable.
- Work with internal customers to include membership support, portfolio services, maintenance fee services, owner referral when support is required in servicing a member.
- Transaction maintenance fee payments, loan payments, payoffs, and Club assessments for members and owners when applicable.

### Hiring organization

Hilton

### Date posted

October 15, 2024

### Valid through

31.05.2025

### APPLY NOW

Apply Now

- Provide information regarding Rental Program and answer inquiries concerning status of rental agreement when applicable.