

Job Title: Guest Services Assistant Manager

Reports directly to: Office Manager

Status: Full-time Seasonal, Hourly, Non-exempt

Date: May-October 2013 (Full-time: Memorial Day Weekend through Labor Day Weekend, Part-time: May, September-October, Ending mid to end of October) (*willing to work with Fall semester schedules)

Summary:

The Guest Services Assistant Manager is responsible for carrying out and coordinating all aspects of guest services and special events related to Whiterock Conservancy. Whiterock's guest services include a variety of lodging accommodations (rooms, cottages, cabin), campgrounds, special events, canoe/kayak rentals, hiking, biking and horseback trail usage, catered meals, weddings, social events and a variety of other outdoor activities.

This position is considered full-time seasonal position. The work will primarily include weekend and evening duties on a regular basis (Thursday-Monday schedule), and hours consistent with hotel management.

Duties & Responsibilities:

1. Works in collaboration with WRC staff, to advance WRC's mission via guest services and special events. Works directly with Office Manager, housekeeping, and outdoor recreation/event staff members to coordinate guest services activities and create a positive work environment.
2. Assists with all Guest Services operations, including taking and maintaining reservations, providing general guest services, coordinating various customer services provided by Whiterock with other key staff or outside vendors, etc.
3. Serves as the "primary contact point" for WRC guests and visitors. Staffs WRC front desk on a regular basis to field incoming phone calls, return guest services related calls, forward calls/messages to other staff as needed, and provide callers with basic information regarding Whiterock Conservancy and Guest Services.
4. Assists with the management of all reservations, from simple overnight stays and customer day visits to group events and weddings using WRC's standard reservation system.
5. Promotes additional paid and unpaid guest activities with guests when they arrive (Gator rentals, canoes/kayaks, trails, fishing, stargazing, picnicking, etc.) and assists with canoe/kayak livery, gator and other equipment rentals.

6. Responsible for financial transactions between guests and Whiterock Conservancy. Processes payments, invoices and related financial reports/records related to guest services in the format required by WRC's Office Manager.
7. In conjunction with the Office Manager, decides on assignment of coverage for special events- parties, weddings, meetings, etc.
8. Manages organization event details and logistics, such as schedule coordination, facility setup, catering needs, lodging needs, event advertising, staff scheduling and coordination for large group events, weddings, parties, meetings, conventions, and other similar events by serving as lead staff support, catering food services as needed, and providing housekeeping duties in all Whiterock Conservancy accommodations and venues.
9. Performs hands-on housekeeping and other guest-related duties in order to provide clean and comfortable amenities (room changes, pre & post guest room/cottage cleaning, linen changes, etc), assist guests with recreation activities (canoe/kayak livery, gator rentals, etc), and other guest services as needed during peak business periods.
10. Ensures Whiterock Guest Services is fully stocked and serviced with the necessary supplies required for effective and efficient operation. Restocking and servicing includes but not limited to providing necessary food (B&B and special events), linens, towels, bathroom toiletries and cleaning supplies for all overnight accommodations and special event needs.
11. Monitors campgrounds, including but not limited to reviewing self check-in envelopes, greeting visitors, cleaning and caring for the grounds and facilities.
12. Learns and understands Whiterock history (Garst/Khrushchev relationship) and current activities and mission of the organization.
13. Treats all guests with hospitality and courtesy. Takes necessary steps to provide a safe and secure environment for all guests, visitors, and staff.
14. Performs other duties and responsibilities as assigned. (Including but not limited to light office work.)

REQUIRED QUALIFICATIONS:

- Associates Degree in hospitality management or equivalent; or a minimum of 2 years professional experience in hospitality, hotel-motel-restaurant management, special event logistics, office management, or small business management.
- Excellent communication, customer service and interpersonal skills, including proficient internet, email, and phone skills to work successfully with people at all

levels and proficient public presentation skills.

- Proficient with Microsoft applications (Excel, Word, Publisher, etc.)
- Ability to work evenings, weekends, long hours, on call as needed to provide quality guest services.
- Ability to obtain a chauffeur's license
- Ability and willingness to conduct a variety of housekeeping and facilities related services.
- Ability to travel using own vehicle. Willing to travel locally on business, using own vehicle if necessary, under the existing WRC business travel reimbursement policy.
- Willing to use personal cell phone to stay in contact with Whiterock staff and guests/visitors as needed.
- Ability to lift 50 pounds for 25% of work time to serve guests (move canoes/kayaks, change beds, carry dirty/clean laundry to/from washer & dryer, etc.) exposure to extremes in temperatures up to 50% (moving canoes, staffing outdoor events, renting gators, and helping visitors).
- Ability to be on feet 75% of work time (serving guests, staffing events, assisting programs, etc). Ability to carry supplies up and down stairs, etc.

PREFERRED QUALIFICATIONS:

- Experience in special events coordination related to outdoor recreation.
- Strong desire to work in a team environment within the guest services sector
- Highly organized and ability to multi-task
- Ability and willingness to learn new skills and apply them in the work environment.
- Commitment to environmental conservation.
- Outgoing, self-motivated, energetic individual who is willing to take ownership of the job.

APPLICATIONS: Resumes will be accepted through April 12, 2013. All resumes must be accompanied with a cover letter and must be emailed to:

april@whiterockconservancy.org. In addition to the required electronic application, hard copies may optionally be sent to:

April Schultes
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Whiterock Conservancy
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