



Job Description

Job Title: **Guest Services Assistant**
Classification: ***Hourly, Fulltime, Non-exempt***
Reports to: **Guest Services Manager**

Primary Responsibilities

This position is responsible for assisting Westwind's hospitality under the direction of the Guest Services Manager to deliver exceptional service to all our guests and volunteers.

Essential Job Functions

- Perform informational and hospitality tasks relating to guest use of site
- Perform daily custodial and site work
- Promote and support Westwind's vision and mission and enforce Westwind's policies around site use, transportation, cultural resources and wildlife

Guest Services

- Welcome all guests including rental groups, volunteers. Assist in check-in and out, including safety orientation and luggage transportation
- Maintain site security, managing activities in terms of people/wildlife safety
- Assist hospitality service including cleaning procedures both regular cleaning and routine deep cleaning of facilities
- Coordinate janitorial supply ordering, organizing and inventory

Site Facilities

- Assist Guest Service Manager, Site Manager, and Program Director, to maintain certifications (ACA, local, county and state)
- Perform timely small repairs to ensure guest comfort and safety
- Assist: Help maintain documentation of sanitation standards

Job Qualifications

- Excellent interpersonal skills and enjoy working with people
- Ability to lift 80 lbs, dig, load, repair, clean, walk considerable distances through sandy, steep and rough terrain
- Ability to drive and use heavy equipment and tools including a chainsaw, weed wacker and carpentry shop equipment

Job Requirements

- Current First Aid and CPR
- Valid Driver's License
- Must be able to pass mandatory criminal background check
- Must be willing to work weekends and evenings as needed for program coverage