



Job Title: **Guest Services Manager**
Classification: **Salary, full-time, exempt**
Reports to: **Program Director**
Start Date: **Open Until Filled**
Compensation: **\$55,000 plus benefits**
Location: **On-site at Westwind, in Otis, Oregon**

Position Purpose

The Guest Services Manager ensures exceptional, mission-aligned hospitality for all rental groups, guests, and visitors at Westwind. The Guest Services Manager position serves as Westwind's lead contact for rental groups, guests, and other visitors. This role is critical to creating a welcoming, safe, and high-quality guest experience and to maintaining strong rental partnerships that support organizational revenue.

Essential Job Functions

- Foster ongoing positive and supportive relationships with Westwind's rental groups.
- Recruit new rental partnerships for overnight rentals and day-use rentals.
- Coordinate pre- and post-visit logistics for all rental groups.
- Coordinate on-site logistics, including the arrivals and departures for all visitors, guests, vendors, and campers.
- Facilitate on-site orientations, including informing groups of check-in and check-out procedures, safety, and general guidance during their stay.
- Responsible for coordinating all rental contracts and documents, from initial intake forms to the final guest experience survey.
- Provide superior guest service and satisfaction by being visible and readily accessible to our guests and employees.
- Be the primary on-call person for guest needs.
- Work directly with the Site Manager to ensure the satisfactory maintenance, appearance, and condition of assigned facilities, in compliance with security, safety, and State and Local codes and ordinances.
- Help maintain a clean, organized, and sanitary facility. Remove garbage and recycling when needed, and participate in cleaning duties, including but not limited to sweeping, sanitation, and laundry.
- Oversee custodial services for camp, including inventory, purchasing, and management.
- Provide amenities and curate an aesthetic for the camp in alignment with Westwind's mission and vision.
- Work with the Program Director and Business Director to develop and maintain the annual rental budget.
- Manage rental and waivers in collaboration with the Business Director.

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- Work directly with the Kitchen Manager on food service contracts, menu creation, and dining experience for rental groups.
- Act as a liaison between rental guests and the kitchen staff.
- Work directly with the Site Manager and staff to support maintenance and site needs.
- Work directly with the Program Director and staff to support the daily operations of camp during programs.
- Responsible for hiring, scheduling, training, and managing guest services staff.
- Assist in recruiting, training, and supporting volunteers related to Guest Services.
- Collaborate with the Development Director to update and develop guest services-related communication and marketing materials.
- Organize and maintain guest services-related calendars.
- Promote practices that seek to reduce waste, reuse items, and recycle as much as possible.
- Other duties as assigned by the Program Director.

Qualifications *(Preferred Experience)*

- Two-year minimum work experience in a camp, hospitality industry, customer service, or events planning.
- Experience supervising a team of 5 or more employees or volunteers.
- Proactive leadership skills with initiative and problem-solving abilities.
- Excellent written and oral communication skills.
- High proficiency with external communication, including written emails, documents, spreadsheets, texts, and web pages.
- Exceptional coordination skills and the ability to effectively collaborate with others.
- Inventory management experience preferred.

Job Requirement Upon Hire

- Must pass a criminal history background check
- CPR/First Aid or equivalent.
- Oregon Food Handlers Card/Certification (ServSafe Certification preferred).
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Physical Aspects of the Job

- Ability to regularly walk, carry gear (> 40lbs), and otherwise navigate Westwind terrain while leading guests.
- Ability to sit for extended periods of time and regularly work in an office environment, use computers and phones.
- Ability to navigate the site following safety procedures, ensuring personal and guest safety from potential hazards.