



Job Description

Job Title: **Guest Services Coordinator**
Classification: **Full Time**
Schedule: **Thursday-Monday**
Salary: **\$33,000-\$35,000**
Reports to: **Program Director**
Timeline: **Interviews beginning of May position to start in June 2018**

Position Purpose

This position serves as Westwind's lead contact and hospitality of rentals groups, guests and other visitors to the Westwind site.

Essential Job Functions

- Recruit new guest groups, answer questions and give tours.
- Prepare Rental Contracts along with the Business Manager.
- Coordinate guest arrivals and departures
- Facilitate welcome, orientation, check-in and check-out of all rental groups
- Provide welcome packets before and send out guest survey after rental groups.
- Be the primary on-call person for guest needs.
- Cleaning and laundry where needed.
- Recruiting, training and supporting volunteers.
- Communicate with Executive Chef, Kitchen and Site staff on guest needs.

Qualifications (*Preferred Education and Experience*)

- Two-year minimum work experience in a camp, hospitality industry or events planning
- CPR/First Aid
- Experience in customer service and hospitality industry
- High proficiency with information technology, including writing/editing emails, documents, spreadsheets, texts and web pages (not programming)
- High proficiency with all interpersonal communications by phone and in person
- Positive attitude and enthusiasm for Westwind vision and mission
- Highly organized with an attention to detail

Physical Aspects of the Job

- Ability to regularly walk, carry gear (> 40lbs) and otherwise navigate Westwind terrain while leading guests.
- Ability to regularly work in an office environment, use computers and phones.