



## GUEST EXPERIENCE COORDINATOR

The Guest Experience Coordinator is an enthusiastic and detail-oriented customer service professional who will ensure the Edson Hill Experience for every guest. Other responsibilities include input on up-selling strategies, new package ideas, amenities, and enhancements and evaluating the best software options for our guest services offerings. This is an exciting role that will work in collaboration with and report to the Front Desk Manager.

### Duties and Responsibilities (In addition to those of a Front Desk Agent):

- Maintain a high level of guest satisfaction by overseeing the development of distinctive amenities, packages, and other enhancements and offerings for our guests.
- Collaborate with the Front Desk Manager in hiring, training, encouraging teamwork, and setting superior customer service standards and procedures.
- Help increase occupancy and profitability by developing and promoting hotel services and amenities through marketing and sales strategies.
- Assist in the training of team members to address and solve all guest complaints, concerns, or incidents in a polite, timely, and responsive manner.
- Research and evaluate software and technology options to add to our guest experience.
- Create goals and targets for the guest services department in collaboration with the Front Desk Manager and General Managers.
- Maintain and manage guest expectations through overseeing guest service calls, cards, and VIP statuses.
- Any other duties and responsibilities as assigned.

### Guest Experience Coordinator Qualifications:

- 3 years of previous experience working in the hospitality industry.
- Experience overseeing a team in a hospitality role or equivalent customer service role.
- Proven customer service experience with a strong guest experience focused mentality.
- Possess excellent leadership skills, communication skills, and multitasking skills.
- Proficiency in Google Workspace - experience with property management software a plus.
- Have a passion for delivering genuine, warm and exceptional service to our guests while leading a team of like-minded employees.
- Ability to work well, think clearly and maintain composure in stressful situations.
- Must be effective in problem solving in the workplace; including anticipating and preventing issues before they arise.

### Schedule:

- The Guest Experience Coordinator will work 4 front desk shifts per week that will include both morning (7:30 am - 3-3:30 pm) and evening shifts (3:00 pm - 11:00 pm).
- One day a week will be an administrative shift that will be focused, planned time for research, meeting with other departments, the creation of new amenities and enhancements, etc. The admin day will also have a scheduled, weekly strategy meeting with the Front Desk Manager and will include the General Managers as needed.

#### Compensation and Benefits:

- Competitive compensation commensurate with experience
- Growth potential as Edson Hill moves in new directions
- Health insurance
- Paid Time Off
- Staff meals
- Food and lodging discounts
- Nordic/snowshoe equipment rentals and trail passes