

## **Guest Relations Specialist Position Description**

### **Job summary**

The Guest Relations Specialist (GRS) of Boulder Crest Retreat Foundation is at the forefront of our customer service. This position is responsible to the Executive Director for the overall experience of our Retreat guests. The GRS provides guests with superior customer service, ensures a smooth reservation process and facilitates a positive, memorable visit. The GRS ensures that guests are supported from the moment they arrive to the moment they leave our property.

### **Summary of essential job functions**

- Receives, schedules, and modifies reservations for Boulder Crest Foundation guests, and keeps Director and Operations Director abreast of reservation status and all changes
- Manages the reservation booking engine to ensure the guest-facing calendar reflects the facility calendar, and vice versa
- Receives incoming calls and visitors, makes referrals to appropriate staff or provides requested information
- Prepares welcome baskets for guests, maintains cabin binders with up to date information and facilitates check-in/check-out process
- Compiles guest records, numerical and descriptive information from forms, applications and other materials to be used in statistical analysis
- Maintains records of all guests in shared database
- Organize and provide public tours onsite at the Retreat
- Receives mail and processes donations, to include preparing correspondence, reports, and other written materials for both in-kind and monetary contributions
- Maintains the cleanliness, efficiency, and safety of the lodge and cabins
- Maintains inventory of guest supplies in cabins and replenishes as needed
- Responsible for office supplies to support operations and programs
- Picks up and delivers materials as required
- Operates office equipment such as photocopier, fax machine, and phone system
- Operates personal computer to access e-mail, electronic calendars, Microsoft Office suite and other basic office support software
- Presents positive and professional demeanor to our staff and guests at all times
- Provides guests with responsive, courteous, and sincere attention at all times
- Communicates to Retreat leadership any concerns or incidents that require follow-up
- Supports and participates in programs, special events, and activities on an as-needed basis, as indicated by Retreat leadership
- Manages cleaning schedule of contracted cleaners for all facilities to include, lodge, cabins, and offices
- Assists with organizing activities for R&R guests by coordinating with Recreational Coordinator, volunteers, and local groups
- Completes cabin inspections a weekly, monthly, quarterly basis to ensure 5 star appearance
- Coordinates individual volunteer outreach via a volunteer database to support operations
- Supports and oversees volunteer projects in the cabins, and lodge
- Performs all other related duties and responsibilities as required

### **Minimum requirements**

The Guest Relations Specialist will have an education and professional background commensurate with this important position. The GRS will typically have a high school or equivalent diploma and 1-5 years (plus) experience in an office setting. A driver's license and a good driving record are required to use the company vehicle and run occasional errands. Other requirements include knowledge of and passion for veterans, strong organization skills, time-management and interpersonal skills. He/she should also be friendly, patient and detail-oriented.

**Physical Demands**

While performing the duties of this job, the Guest Relations Specialist is regularly required to sit, stand, walk, speak and hear. The employee must be able to lift and/or move up to 40 pounds. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential functions.

**Travel**

The Guest Relations Specialist must have reliable transportation to and from the work location and will occasionally be expected to run errands in and around Loudoun County (within 40 miles). Out of town travel may be necessary on an infrequent basis.

**Work Environment**

The work environment is a small, busy facility located in Bluemont, Virginia. The noise level in the work environment is usually low to moderate. Reasonable accommodations in the work environment may be made to enable individuals with disabilities to perform the essential functions.

**Capabilities / qualities required**

- Familiarity with Microsoft Office Suite, specifically Word and Excel, Donor Perfect, SiteMjnder, VolunteerLocal, with appropriate guidance
- Ability to make informed decisions and take direction/guidance from the Executive Director
- An expert at delivering quality service to customers
- Excellent communication, grammar, and spelling skills
- Must possess the ability to communicate (in the English language), follow oral and written instructions, and perform detailed clerical work in a methodical, independent and thorough manner with speed and accuracy
- Must be a team player and work well with others, including supervisors and peers

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They should not be misconstrued as an exhaustive list of all responsibilities, duties, and skills required of candidate. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**Additional information**

HR use only	
Generic title	<b>Guest Relations Specialist</b>
Pay/salary	
Housing	None
Management? (Yes/No)	No
E/NE status	Non Exempt
Last revised	11/4/2021