

**BEAR LAKE
RESERVE**

Lodging Director -Job Description

Report to BLR -General Manager

Schedule:

Full Time and more in the main season.

Alternate/Rotating Shoulder Season schedule to have several weekends off.

All Holidays other than approved scheduled rotating schedule for taking off some holidays.

Working one/two shifts per week at Greeter Cottage through winter/shoulder season.

Benefits:

10 days PTO; Health Insurance

Access to company vehicles when available for onsite use.

Participate in Annual Holiday Appreciation Bonus and Annual Profit Bonuses.

Duties including but not limited to:

*Lead, train, schedule all Greeter Cottage staff.

*Manage all areas of responsibility of Greeter Cottage, including staff schedules, retail items, food & beverage items, maintenance, decorations, cash handling, cleanliness, purchasing of supplies.

*Communicate/Respond to all emails, texts, phone calls in a timely manner for homeowners, staff, guests, vendors to ensure operation is running smoothly and nothing is falling thru the cracks.

*Work with all EA homeowners on repairs, scheduling of any maintenance, purchasing of home items, delivery of items, property care concerns, deep cleaning, inspections of homes inside and out, linen inventory, ensure heat, AC, WIFI/Cable all working properly with each rental.

*Work with Marketing Department/On Site Broker with necessary materials needed for check-in packets, advertising at Greeter Cottage, Special Nightly Rates/Promotions, Guest Incentives, Reward Programs, VIP guests, Service Recovery.

- *Work alongside Lodging/Housekeeping Manager to ensure all linens/pool towels are properly cleaned, stored, ordered/purchased, inventoried and maintained with laundry attendants daily. This also includes purchasing supplies needed to accomplish these tasks.**
- *Ensure that every check-in has been properly executed & set, including checking of homes and housekeeper cleanliness/to do list. Proper placing of amenities (ie: coffee/wine), and that each house is ready for every incoming reservation.**
- *Work with Reservation Specialist and On-Site Broker with any financial concerns pertaining to guests complaints, refunds, credits to homeowners, damage to properties, home listings in and out of the EA Program.**
- *Daily use of Streamline App to help with scheduling, daily assignments, special instructions, VIP guests, check-ins, check-outs, housekeeping schedule, communication with homeowners, communication with staff/guests, education of reservation processes etc.**
- *Work with Maintenance Department to ensure all requests have been completed, and that any purchases necessary are properly recorded/charged correctly.**
- *Daily/Weekly/Monthly forecasting of Lodging Activity, reporting to General Manager.**
- *Monthly inventory of Greeter Cottage food, beverage, retail.**
- *Twice monthly payroll, securing that all employees timecards are exact/correct.**
- *Quarterly inventory alongside Lodging Manager of all linens, including necessary purchases.**
- *Participate in weekly BLR Manager meetings.**
- *Work with HOA Manager to ensure all gate cards/bar codes are distributed/tracked properly to all homeowners/staff/guests.**
- *Participate in meetings with General Manager/Accounting Department to discuss inventive/creative ways to increase revenue/decrease costs within the Lodging Department.**
- * Help with shutting down of homes to prepare for winter season, communicate all concerns.**
- *Maintain company vehicle within the Lodging Department, communicating any issues or concerns involving maintenance and repairs.**

BEAR LAKE RESERVE

Greeter Cottage -Greeter

Job Duties: (Hourly Position)

- *Welcome all vehicles/guests/owners at Greeter Cottage. Log each vehicle make, license plate, name, time of arrival.
- *Check all emails/texts throughout the shift for any pertinent information relating to reservations, guest requests, VIP arrivals, internal communications, etc.
- *Follow all opening & closing procedures regarding maintenance of Greeter Cottage, including cleaning, garbage, checking freshness of food product, firewood stock, patio cleanliness.
- *Ensure all check-in packets are completed 24 hours in advance to guest arrival with all home rental information, map of Bear Lake Reserve, and other marketing materials supplied for guests.
- *Answer all phone calls with sense of urgency and communicate all information to the Lodging Director/Lodging Manager -Also, enter any pertinent information into Phone Log in desk computer.
- *Each night scan Gate Log to Lodging Director before exiting the building.
- *Keep cash drawer counted daily to balance \$200 total. Give all extra cash to Lodging Director for deposit.
- *Enter all Maintenance Request and Work Orders as needed.
- *Confirm all reservations are paid in full prior to guests check-in.
- *Learn to take reservations in Streamline App and follow up on all leads to help Reservation Specialist and communicate via email.
- *Learn Square system for all purchases including food/beverage items; retail and gift cards for purchases.
- *Learn all files within system including Key Logs, EA Home information, Door Codes, Greeter Cottage information etc.

* During each shift call the Lodging Director/Lodging Manager for any challenging maintenance issue or guest complaint to ensure all are handled in a timely manner.