

**EARTHSHINE LODGE
GUEST EXPERIENCE MANAGER
JOB DESCRIPTION**



Organization Summary:

Earthshine Lodge is a mountaintop getaway offering extraordinary experiences through retreats, outdoor education, family, and adventure programs. The programs and retreat opportunities offered at Earthshine Lodge are unique learning experiences and the center's environment is an equally important part of the customer experience. Our customers appreciate the ability to get away from it all to a secluded mountain top oasis with picturesque views and acres of forest to explore.

Earthshine Lodge offers programs year-round. Throughout the summer and many weekends, families, groups, and individuals are welcome to stay at our accommodations at the Main Lodge and Sunrise Cottage. Throughout the school year, Earthshine Lodge offers Outdoor Education field trips (predominantly 2 night-3 day experiences) that focus on living history, natural and environmental science, team building, and adventure. Earthshine Lodge is also a destination for a range of retreats, reunions, and events including weddings and community gatherings.

Overview of the Role:

The Guest Experience Manager position hours are variable based on the seasonality of the business. This position reports directly to the Program Manager and supports the management team to provide a memorable guest experience for everyone who contacts or visits Earthshine Lodge. Much of the Guest Experience Manager role involves office administration, communication with guests and potential customers, and coordinating educational program schedules. Ideally, candidates for this role will be willing and interested in taking on other tasks as needed. As we are a small, highly collaborative team, there may be times when all staff are asked to help in other areas such as cleaning or helping serve guests as needed.

Weekly responsibilities may include:

- Providing hospitality assistance and interaction with guests when on-site, including guest check-in and check-out procedures.
- Being the first point of contact for guests through answering calls, emails, and in-person interactions.
- Integrating all guest bookings on our various scheduling platforms, through the website and Airbnb, and ensures smooth transfer of booking information to relevant departments.
- Coordinating communication, scheduling, and contracting with group rentals such as schools, weddings, reunions, and retreats.
- Handling guest sales and inventory in the lodge gift shop.
- Ensuring that Site Managers, Owners, and other employees are up to date on what is happening on the schedule through updating calendars, communicating via email, text, and phone, and updating electronic systems with changes.
- Providing input and insight on opportunities to continuously improve upon the Earthshine experience.

- Setting a positive example of the Earthshine mission for guests and staff members.

Requirements:

Successful candidates have experience working in administrative roles, hospitality, and/or outdoor education. Candidates should have strong administrative, interpersonal, and organizational skills. Because the majority of this role involves interacting with guests, it is critical that candidates are comfortable navigating guest questions and requests.

Candidates must be tech savvy and proficient in navigating Google Drive (Mail, Docs, Sheets, Calendar, etc.), working in MS Office (Word and Excel), and processing payments in Square (or willingness to learn). Experience and competency with Wordpress is a plus.

Compensation:

- Position is paid on an hourly rate based on experience.

Benefits:

- Collaborative work environment with a growing team of passionate employees.
- Meals may be provided when groups are on site.
- Working in a beautiful setting - a mountaintop property, bordering Pisgah National Forest, with miles of scenic views.
- An adventure-friendly employer - we encourage staff to take time to enjoy the outdoors, travel, adventure (whatever that looks like for each individual), and explore personal goals.
- All positions qualify to participate in our growing gear discount program.

Starting Date:

As soon as possible

To Apply:

Send the following documents to info@earthshinenc.com:

- Resume
- Cover Letter
- Name, Email, and Phone number for 3 references