

## **Kenai River Drifters Lodge Guest Services Manager Job Description**

**LOCATION** Cooper Landing, Alaska

**DATES** Seasonal (May-Sept) with potential for year-round (remote in the off season)

### **Team Mission**

Our hard-working and enthusiastic crew works toward a common goal of providing complete customer satisfaction for our guests' trip of a lifetime. We achieve this by providing guests ways to experience Alaska's wonders, paying close attention to their needs, and by bestowing new information and adventures so they have stories to tell when they get home. The genuine connections made between guests and crew make for lifelong memories for everyone.

### **Overview of the Guest Services Manager position:**

The guest services manager will work closely with the general managers to ensure lodge operations flow smoothly and a high standard of customer service is met at all times. The guest services manager will be based in the office, which is the beating heart of the lodge. All sales, operations, trips, client interactions, and information originate in the office, which is therefore a busy hub.

The guest services manager will be assigned responsibility for certain operations and guest services functions under the direction of the general managers. See specific examples below.

Operations and guest service responsibilities will be interspersed with sales. Sales calls, which come throughout the day, invariably take priority in the moment. Sales duties include answering the phone, providing information about our packages, fishing and rafting trips, building detailed reservations, quoting or processing payments, and making follow up calls to a customer lead.

### **General Responsibilities include:**

- Maintain comprehensive awareness of guest movements in a given day: who is checking in, who is checking out, who is out on which activities, when will they be back, and what are they doing the next day? Use this big picture information to act create a daily operations plan with the general managers.
- Delegate tasks to office and lodge staff and mobilize personnel to meet all guest needs.
- Juggle and prioritize many ongoing tasks
- Troubleshoot as situations occur: flight changes, weather cancellations, late check-ins, equipment breakdowns, guest requests for itinerary changes
- Exercise your discretion and judgement to make decisions that maintain lodge standards and guidelines.
- Maintain close communication between other managers, staff and guides
- Take on side projects as assigned by general manager
- Maintain high visibility with guests on property. Talk with them and make sure they're having a great time

- Stay composed under pressure and maintain an upbeat attitude even in challenging situations or long hours
- Diffuse occasional tense situations with guests or work with a guest to come up with a solution if we have made a mistake.
- Cover two general manager shifts per week (on managers' days off). Includes 2-3 nights per week of night call (have the phones forwarded to you for the night and be prepared to answer at any hour), and supervising office employees and drivers during the relief shifts. May include problem-solving in the event of situations such as weather-canceled activities or other curveballs.
- Be prepared to alternate morning and evening work schedules.
- Cover other departments when needed. Client drives, chores, etc.

### **Examples of Sales Responsibilities**

- Answer the phone in the office. Handle the call or pass it off
- Learn how to make basic sales calls for simple rafting and fishing trips. Progress gradually to package sales.
- Actively strive for advanced understanding of our services and the factors which may influence profit margin
- Spend time learning about our fishing program: what trips are offered, techniques used, what each trip involves, salmon run timing, fish life cycles and behaviors, ethical sport fishing practices, our guides capabilities, how to set proper expectations for trips, etc.
- Spend significant time building and fine-tuning complex reservations using our booking software
- Gradually learn to perform the reservation troubleshooting process we call "books-to-board" in which we thoroughly crosscheck the logistics of a reservation and take steps to remedy hiccups or inefficiencies before the guest arrives. Requires extreme attention to detail and a big-picture knowledge of the staff resources involved in each reservation
- Call vendor companies to book or request information about halibut fishing, float plane trips, and other non-fishing activities.
- Take payments over the phone.

### **Examples of Guest Service Responsibilities**

- Call guests ahead of arrival to coordinate pickups and fishing licenses
- Greet guests arriving on property
- Coordinate daily fishing trip shuttles and rafting pickups. Involves identifying which trips require a trailer move and assembling a shuttle crew. Field calls from rafting guides on the river and arrange their pickups.
- Oversee client lunch preparation. Ensure cleanliness of the prep area, double-check the lunch roster, check consistency of the sandwiches and snack packs, make sure the lunches are delivered to the correct cabins.
- Oversee the processing and packaging of guest's frozen fish for transport on their checkout day. Divide the fish according to guest preferences, box it carefully to ensure it will survive the journey home.

- Help to consolidate shopping lists by alerting department heads of supply runs, compiling a master list and communicating with the shopper.
- Schedule guides on fishing and rafting trips

**Job Perks:**

- Become part of a fun and supportive team that feels like family
- There are endless chances for networking with a community of established guides and staff in the Kenai Peninsula outdoor industry as well as with guests, who come from all over.
- Successful employees have the opportunity for advancement in future seasons and year-round work.
- Easy access to incredible fishing, hiking and other activities in the area. We have gear you can utilize
- Local companies offer discounts and FAM deals to employees in the industry so you can experience the activities for. Glacier Cruise, ATV, Whitewater Rafting, Gold Prospecting, and more.
- Access to discounts on gear and outdoor brands.