



Guest Services Associate Posting_2023

Do you love helping people, answering their questions, and finding ways to provide extraordinary service?

If so, we may have the perfect position for you.

We are currently looking for experienced **Guest Services Associates** for our Welcome Center. Please read this entire job posting to be considered for the position.

Qualifications:

- 2 years' minimum experience in guest and/or customer services
- Excellent communication skills both verbal & written, both in-person & on the phone
- Proven ability to manage difficult or challenging situations with a diverse range of guests
- Computer literate – ability to quickly learn our registration software (Opera experience a plus!)

Qualifying Characteristics:

Communicative – You understand the importance of smiling and greeting guests with warmth and kindness because you can put yourself in their place, and you truly want them to have a remarkable experience at Ghost Ranch. Before you say no, you look for alternatives when guests request activities or accommodations that are fully booked. You always communicate details and changes with guests and related departments because you understand how teams work together to create an extraordinary guest experience and a positive work environment for everyone.

Patient – You calmly work through the details of every guest request and kindly pursue unanswered questions. You find it easy to use compassion and creativity when solving guest issues and changes. You have a strong ability to keep guest interactions positive by defusing potential negativity in your manner of speaking.

Detail Oriented – You have a strong personal system for remembering details and you listen carefully to guests and co-workers, so no detail slips through the cracks. You are consistent with entering all the details into the event registration software, so everyone involved has access to the details. You are so detail-oriented that you use the word phoenix in your application email because you read this whole job posting thoroughly.

Respectful – You know how to build strong relationships with guests, co-workers, and management because you are mindful of how you speak to others and understand the importance of positive focus.

Details:

We have full-time & part-time positions available, which require weekends and occasional overtime with flexibility in scheduling when necessary. Starting wage is \$18.00/hour and we provide free lunches in our Dining Hall. For full-time and part-time employees (over 20 hours/week) we have an excellent benefits package and PTO accrual.

If you have the qualifications to do this work and are interested in this position; please send a **resume to (or request an application from) carolh@ghostranch.org**