



GUEST RELATIONS ASSISTANT

(Assisting & Front Desk)

SUMMARY:

In this dual role, you will assist our Guest Relations department (front desk/cabin rentals) and our Wedding & Event department. You will assist in customer relations, secretarial duties, marketing, and sales. You will be trained to perform the basic duties of both departments and do other miscellaneous tasks as they arise.

The perfect candidate should be a well-rounded, multi-skilled individual who is a fast learner, thrives on staying busy, and enjoys variety. You should be passionate about learning new things and have a positive, energetic, and personable demeanor.

JOB REQUIREMENTS

- Must be able to work weekends & holidays (excluding Christmas & Thanksgiving day)
- Must be able to pass a background check
- Must have a valid driver's License

SKILLS REQUIRED

- Exceptional customer service and problem-solving skills
- Computer literate with strong typing and writing abilities
- Multitasking, prioritization, and conflict resolution
- Team player with self-motivation and initiative
- Strong phone etiquette and communication skills
- Sales experience & social media experience are a plus

JOB DUTIES include but are not limited to...

- Manage reservations and assist guests from check-in to check-out
- Address guest inquiries about Pine Rose events & cabins
- Assist Event Manager in wedding/event tours, quotes, contracts, and work orders
- Assist Guest Relations Manager in selling cabins, groups/retreats & Event Manager in weddings and events
- Respond to emails, calls, and social media inquiries in both departments
- Book, confirm, and follow up on lodging and event contracts
- Collect payments and oversee day-to-day logistics as needed
- Provide support to both departments by handling miscellaneous tasks, random assignments, small projects, and one-off responsibilities

TO APPLY

- To be considered for this position please follow directions carefully. Download and fill out the application from this hiring page or send your resume to employment@pinerosecabins.com. Applications/Resumes must be in **PDF format** and the subject line should read "Guest Relations Assistant"

HOURS & PAY

- **Hours:** Full time 35 - 40 hrs.
- **Starting pay:** \$19-\$21 D.O.E. + Bonuses
Eligible for a raise after 90 day introductory period

BENEFITS

- Health benefits after 90 days
- Vacation pay & 401k after 1 year
- Holiday Pay Christmas Eve, Easter & Fourth of July