



BEACH RESORT &
CONFERENCE CENTRE

Job Description

Position: Guest & Owner Relations Coordinator

Department: Guest Services

Summary:

The Guest & Owner Relations Coordinator works with the Guest Services Manager and front office team as the primary leader in all aspects of guest services within the resort in order to provide the highest level of service. The Guest and Owner Relations Coordinator's primary focus is managing guest relationships at all levels.

Responsibilities:

- Assists in the day to day operations of the Front Office Team; fills in at front desk as required; and assists in operational duties in other departments when necessary
- Oversees Guest Satisfaction survey and TrustYou survey
- Is the primary contact for owner relations; responsible for updating owner contact list, owner calendars, Rental Management Agreements, Interval International registrations
- Is the primary contact for Osoyoos Marina
- In conjunction with the Catering & Events Manager, promote and coordinates Watermark Beach Resort's Snowbird Program
- Assists in Bank Deposits, Change Order and Mail pickup.
- Interacts positively and proactively with all guests and owners
- Answers the telephone in a prompt and efficient manner
- Actions all guest suggestions and concerns; performs and delegates all follow up as needed in an efficient and timely manger
- Assists with management of front office inventory ensuring par—stock levels are maintained
- Ability to effectively manage time and tasks with positive outcomes and results
- Strong organizing and planning skills in a fast paced environment

Qualifications:

- Minimum of 2 years Front Desk experience is required
- Previous leadership experience is required
- Previous Property Management System experience required; experience with Visual One is an asset
- High degree of proficiency in Microsoft Office Suite
- University/College degree in a related discipline would be an asset
- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Knowledge of local area an asset



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Key Performance Indicators:

- Guest Satisfaction Survey index
- Annual performance review
- Annual Associate Satisfaction Survey
- Financial results relating to Revenue and Departmental Expenses

We thank all applicants for taking the time to contact us and for applying to be part of the Watermark Beach Resort Team! Only candidates who are currently legally entitled to work in Canada will be considered.

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If you are interested in finding out more about this opportunity you are encouraged to forward your resume to careers@watermarkbeachresort.com