

Experience Canada's warmest welcome in Osoyoos, BC. Watermark is an upscale resort with a friendly atmosphere. Our goal is to exceed the expectations of our guests and colleagues and to provide genuine, caring service. Our associates are active both at work and within the community. If you would like to join a tight knit and welcoming team then we have an opportunity for you.

Concierge

Responsibilities:

- Provide exceptional concierge information to our guests about local and area attractions
- Represent Watermark with all local tourist attractions and establish a working relationship with each
- Assist guests with booking local experiences
- Promote all internal businesses and events at Watermark Beach Resort
- Proactively reach out to guests pre-arrival to advertise concierge services
- Consistently offer professional, friendly and engaging service to all guests, groups and VIP's
- Develop strong guest relationships to maintain and further develop Watermark loyalty
- Assist with guest requests and concerns. React quickly and responsibly to ensure positive outcomes
- Be a resource and positive representative for Watermark with outside suppliers
- Track all guest bookings made through Watermark Beach Resort
- Assist the Front Office Manager with training on guest booking tracking
- Follow department policies, procedures and service & safety standards
- Other duties as assigned

Qualifications:

- Previous guest experience required
- Previous experience working in an environment with a concierge is required
- Computer literate in Microsoft Window applications required
- Knowledge of Okanagan and local area an asset
- Previous Property Management System experience an asset
- University/College degree in a related discipline an asset
- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively as part of a team

Physical Aspects of Position (include but are not limited to):

- Frequent standing and walking throughout shift
- Occasional kneeling, pushing, pulling, lifting up to 20lbs.
- Occasional ascending or descending ladders, stairs and ramps

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