



BEACH RESORT & CONFERENCE CENTRE

Experience Canada's warmest welcome in Osoyoos, BC. Watermark Beach Resort is an all-suite luxury resort located in the South Okanagan on the shores of Canada's warmest lake. With breathtaking views and beautiful weather, you will love wine country, the active lifestyle, and all our lovely resort community has to offer.

Organizational Culture:

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 staff 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.

Guest Services Associate

Responsibilities:

- Consistently offer professional, friendly and engaging service
- 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
- Handle daily guest arrivals and departures
- Follow department policies, procedures, and service & safety standards
- Other duties as assigned

Qualifications:

- Previous guest experience required
- Previous Property Management System experience required
- Computer literate in Microsoft Window applications required
- University/College degree in a related discipline an asset
- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Knowledge of Okanagan and local area an asset
- 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

Visa Requirements:

- Must be legally eligible to work in Canada

Watermark Beach Resort greatly values diversity in our workplace. If you are interested in finding out more about this opportunity you are encouraged to forward your resume to careers@watermarkbeachresort.com