

Walden Retreats Hill Country Retreat Staff Job Description

We are located outside Johnson City, TX in the heart of the Hill Country. We hire full-time, part-time, and seasonal Retreat Staff that are team-oriented, energetic, and motivated to provide exceptional customer service.

About our Company:

Walden Retreats is a luxury camping property that blends an authentic outdoor experience with comfort and style. Inspired by Thoreau's classic Walden, we aim to provide our guests with comfortable and convenient outdoor camping experiences that provide time for reflection, simplicity and a reconnection with nature.

Job Summary

The position of Retreat Staff provides hands-on coverage of front desk, general store, housekeeping, and special events. We are a small, dedicated team and this is a physically demanding role that requires being in outdoor conditions for a period of time each day. Ideal candidate will be organized, work well independently and follow

Some of the key questions you will be responsible for answering include:

How can I anticipate the needs of our guests to ensure we are exceeding their expectations?

How can I manage my workflow to ensure my duties are completed in a timely, accurate, and organized fashion?

How can I help our entire team succeed?

Responsibilities:

Guest Services

- *Welcome guests to the property and guide them through the reservations process, assisting with inquiries/ requests and acquainting them with our retreat.*
- *Utilize a variety of software systems to ensure proper reservation management, accurate processing of transactions, and adherence to established procedures.*
- *Maintain up to date knowledge of General Store offerings and assist guests with store purchases.*
- *Assist with special events.*

Housekeeping

- *Clean tents and common areas.*
- *Assist with clean up after special events.*
- *Assist with basic laundering on-site.*

Work Schedule:

Operating hours are 9a-7pm during normal operations and extend as late as midnight for special events. We have some flexibility with schedules, but the role requires weekend, evening, and some holiday availability. Shifts vary depending on property needs.

Experience:

Required 2 years hospitality (guest services, property management, or housekeeping preferred).

Computer Skills:

Basic proficiency with professional email communication and google docs. Preferred experience with reservation software and/or POS system.

Physical Requirements:

Prolonged standing, bending, outdoor conditions, lifting up to 50 lbs.

Pay:

\$18 per hour; full or part time.

Please note:

We are a smoke-free work environment and we require a background check prior to employment.

Job Types:

Full-time, Part-time

Benefits (Full time only, after introductory period):

Dental insurance

Employee discount

Health insurance

Paid time off

Work Location:

In person - 1388 Gipson Rd, Johnson City, TX 78636