

Position Details:

Position: Guest Services Agent

Basis of Employment: Full or Part Time; Non-Exempt

Location: Walden Retreats Hill Country - Johnson City, TX

Reports To: General Manager

Start Date: TBD

Proposed Work Schedule: Shifts are scheduled between 8am-9pm; generally 4, 6, or 8 hour shifts. Nights, weekends and some holidays required.

About our Company:

Walden Retreats is a growing hospitality brand that develops and operates luxury camping properties that blend 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.

Our Mission

Make the outdoor experience comfortable and convenient

Our Vision

Create luxury camping experiences that foster rest and provide an intimate connection with nature

Core Beliefs

- We believe immersing oneself in nature is the best environment for restoration
- We believe enjoying the outdoors should be comfortable, accessible and enjoyable
- We believe in the power of thoughtful yet simplistic design

Job Summary

The position of Guest Services Agent works directly with our General Manager to create a luxury camping experience that fosters rest and provides an intimate connection with nature. You will be responsible for assisting with guest services at the front desk and in the general store. You will work collaboratively with all Walden Retreats team members to create positive first impressions and exceed guest expectations. Must enjoy connecting with others and creating genuinely unique experiences.

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

- How can I make the experience at Walden Retreats memorable for our guests?

- How can I anticipate the needs of our guests to ensure we're exceeding their expectations?
- How can I help guests to be more comfortable or more relaxed during their stay?
- What information about local businesses, local makers, local events is useful to our guests and how can I keep myself informed about our local community?
- 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:

Front Desk

- Welcome guests to the property, guide them through the reservations process and orient them to the property and tents
- Maintain a good working knowledge of surrounding attractions and make accurate and relevant recommendations on wineries, restaurants, outdoor recreation, etc.
- Utilize a variety of software systems to ensure proper reservation management, accurate processing of transactions, and adherence to established procedures. Maintain accurate knowledge of rates, availability, and special offerings.
- Assist in production of special events and programming as needed.
- Assist with basic cleaning and organization ensuring the highest level of cleanliness throughout the property.

General Store

- Maintain accurate working knowledge of store offerings, including details about the artisans who created the products.
- Collect payments and accurately process transactions. Assist with shipping, receiving, and administrative functions as needed.
- Ensure a clean and organized space at all times, restocking products and performing detailed cleaning as needed.

Operations

- Maintain a basic inventory of needed office supplies, cleaning supplies, and guest amenities; communicate ordering needs to the supervisor as needed.
- Assist with light cleaning, housekeeping tasks, and laundry as needed.
- Follow all company protocols for Walden property and supplies used during shift
- Arrive in uniform and fully groomed to Company standards.
- Other duties as assigned

Supervisory: None

Experience: Required 2 years hospitality or retail. Preferred hotel.

Computer Skills: Required experience in basic administrative functions. Basic proficiency in word, excel, email communication. Preferred experience with reservation software and/or POS system.

Physical Requirements: Prolonged standing, bending, outdoor conditions, lifting up to 25 lbs,

Compensation: \$15-18 per hour; full or part time