



Whaler's Cove Lodge

Guest Services Manager

The Guest Services Manager is at the forefront of providing an exceptional Guest experience at Whaler's Cove Lodge. From first point of contact through the reservations process until the guest's departure from the lodge, the Guest Services Manager sets the example for the staff and leads the way in maintaining a long existing culture of guest satisfaction that beckons folks back to Whaler's Cove year after year.

The lodge is located in Southeast Alaska, on Killisnoo Island, near the Tlingit Village of Angoon in the Tongass National Forest. This is a remote wilderness lodge specializing in saltwater & freshwater fishing and ecotourism. The ideal Guest Services Manager is someone who meets all qualifications for the job and who also appreciates an alternative to the 'normal' American corporate lifestyle. This job consists of 4 months of an operating season schedule, 3 months of a pre-season schedule and 5 months of an administrative season schedule (meaning 3-day workweeks and 5+ weeks of paid vacation!).

Responsibilities

- ✓ Year-Round Reservations Sales Agent
- ✓ Vessel Scheduling and Guest Transportation Scheduling
- ✓ Communication HUB
 - VHF Radio Base, Dispatch for All Vessels
 - Front Desk, Phones
- ✓ Training, Scheduling, and Managing 2 Guest Services staff every operating season
- ✓ Hosting bi-weekly Welcome and Goodbye Speeches.
- ✓ Accepting and tending to in-house guest requests and communication with other departments.
- ✓ Fielding Guest Requests for Changes in Daily Boat Schedule
- ✓ Creating Fish Box Location Manifests
- ✓ Gift Shop Sales
- ✓ Creation and Distribution of Guest Transportation Manifests
- ✓ Checking Emails and Voicemails Daily
- ✓ Guest Correspondence
 - Inquiries & Information Packets
 - Informational Emails Sent Throughout the Year
 - Preparing and Processing Guest Check-in/Check-Out Paperwork
 - Collecting Deposits & Final Payments, Including TIPS
 - Guest Feedback Forms

- ✓ Working within the Reservation Database (RezOvation in 2022, Eviivo in 2023 and Beyond)
- ✓ Intuit Point of Sale and Credit Card Processing
- ✓ Manages Social Media: Facebook, Trip Advisor, etc. including responses to reviews.
- ✓ Preparing and Processing Employee Vessel Rental Related Paperwork
- ✓ Gift Shop. Selling merchandise to both guests and employees. Restocking and re-arranging when necessary. Inventory.
- ✓ Tending to the fireplace in the Main Lodge. Periodically cleaning of Front Desk work area including the Lobby area.
- ✓ Participating in Shared Office Management duties.

Skills & Qualifications Required

- ✓ Exceptional Customer Service and Interpersonal Communication Skills
- ✓ Hospitality Industry Experience, Sales or Hosting
- ✓ Proficient Communicator: Written and Oral
- ✓ Must be Technologically Literate and have an Intermediate Understanding of:
 - Microsoft Word
 - Excel
 - QuickBooks
 - Daily use of email, database management (point of sale system and reservation database), smart phones and applications, virtual calendars, etc.
- ✓ Professional, Positive & Self-Motivated
- ✓ Logistics Minded. Detailed and Meticulous.
- ✓ Organized, Timely, and Thorough
- ✓ Ability to perform several tasks concurrently with ease and professionalism.
- ✓ Must be able to keep company matters strictly confidential.
- ✓ CPR/First Aid Certification Preferred
- ✓ High School Graduate Required, College or University Experience Preferred

Location & Terms of Employment

This is a year-round position.

June- September is the operating season (rock-n-roll time) in Alaska, which runs approximately 2nd week of June until approximately third week of September.

March, April and May = Pre-season planning and final payment time. Phone is ringing and computer is humming. These are 5 day workweeks; typically 30-35 hrs. 1 week of PAID vacation for spring break.

October- February = Administrative season. These 5 months are when we reap the rewards of our intense Operating season work. These months are typically 3-4 day workweeks and 5+ weeks of PAID vacation.

This position is available as soon as a qualified team member is discovered.

Considerations

Team Oriented ~ This position is one of only **4 core crew** members that provide this company its backbone. This person needs to be independent, yet totally understand the interdependence that this operation requires to succeed. Healthy communication skills, willingness to solve issues, positive attitude, big-picture mentality, a sense of humor, self-motivation, and an ability to adapt and learn are all required.

Professionalism ~ We require our Guest Services Manager to present themselves in a professional manner at all times. Because of our remote location, it is very difficult to replace any of our crew during the operating season. We expect a commitment to stay the entire season or agreed upon length of contract. This position is permanent, and year round, after a 180 day probation period. It is important that our applicants understand the operation and what responsibilities will be required of them.

Attitude & Social Ability ~ Our Guest Services crew are in a position with very high guest exposure. It is important that our personnel enjoy interacting with people and showing our guests a good time. We are looking for individuals who have a passion for hospitality! We require our team to possess a positive attitude, show extraordinary manners, and be courteous at all times. This position involves *daily communication* with both the General Manager and the owners year-round, and during the operating season, 3 Department Managers, up to 32 crew members, and up to 32 guests daily!

Media Release ~ Guest Services crew are required to sign a Media Release Form for forms of media including but not limited to: photography, videography, and audio recordings for internet use and photography and name reference in print advertising. The Media release form is provided by Whaler's Cove Lodge at time of hiring.

Safety & Medical ~ Our guides are our eyes and ears on the water. Guides are expected to keep tabs on other vessels from the lodge, including the self-guided boat. At times our guides act as radio relay stations if a boat is trying to contact the lodge and is out of VHF range. Guided vessels are required to lend assistance to vessels in emergency situations where life or property is in danger. Guest Services crew are the *primary monitors* of the lodge VHF station and are required to assist with any communications necessary. This position will be one of the first to communicate to the Coast Guard if necessary. Knowledge of maritime radio etiquette is helpful. Guest Services crew rotate monitoring the lodge radio 24 hours a day, while guests are on site.

Operating in a remote Alaskan environment is inherently dangerous and *all* of our employees are required to be aware and responsive to any safety issues that may arise.

Firearms are kept on site and carried by all fresh water guides. The lodge has a working cannon, for entertainment purposes only.

If a situation arises that requires medical attention, crew is to contact the lodge immediately and render any assistance possible. The community of Angoon has a medical clinic with emergency staff available; although due to irregular cell service, contact may not occur immediately. Regional scheduled sea plane service or charters may be available to transport patients to adequate medical care facilities in Juneau or Sitka (this is a minimum 40 minute transport). In addition, the U.S.C.G. Air Station in Sitka has the capability to medevac

serious injuries. In any case, the lodge management is to be contacted immediately to ensure a coordinated and timely response.

Guest Services crew must be healthy, physically fit, maintain a clean appearance, be drug-free (random seasonal drug testing is at company discretion), and preferably a non-smoker. Anyone who cannot maintain themselves in a responsible manner regarding alcohol consumption need not apply.

Company Policy ~ Employees of Whaler's Cove Lodge are to abide by the most current version of the Employee Handbook (provided at time of hiring and updated annually). The duties and policies described in this job description are in addition to, and an integral part of, the employee policies set forth in the Employee Handbook.

System Builder ~ **The entire operation and guest experience revolves around the planning of the Guest Services Manager.** This person must be able to work with currently established systems that have proven effective and be willing to offer productive solutions to system changes, if needed. Guest Services Manager must communicate often with Dock, Kitchen, Housekeeping, Facilities, and the General Manager.

Adaptable & Hard Working ~ This industry is intense and unique. This company performs its services in a very remote location in Alaska: crew lives and works on 5 acres, on a small island, for 90+ days, with little "down time". Without a doubt, the operating season is hard work. During the Pre and Administrative seasons, administrative duties are performed at the company satellite offices in Kalispell, Montana: crew is near home and there is plenty of "down time."

Daily Schedule & Routine (In-Season vs. Pre-Season vs. Off-Season)

The Guest Services team is responsible for operating the front desk during various shifts from 6:15 a.m. until approximately 9:00p.m. during the operating season (mid-June- mid-September). Work week consists of six (6) days on shift, with one (1) day off. A typical week during the operating season for the Guest Services Manager includes 60+ hours per week. March, April and May are 5-day workweeks and average 30 - 40 hours per week. October- February are 3-4 day workweeks, averaging 25 hours per week, with 6 weeks of paid vacation (5 weeks during the administrative season and 1 week in spring).

Breakfast is served at 7:00 am each morning. A lunch bar is provided during breakfast (for guests and staff).

Hot lunches are provided to crew at 12:00pm, daily.

Boats are typically away from our dock by 8:00 am each morning (except turnover days) and return to the dock at 5:00 pm.

Newly arriving guests (on turn-over days) are typically ready to depart the dock by 9:00 am.

All guest turnovers happen first thing in the morning with outbound guests leaving on the same aircraft on which the inbound guests arrive. Whaler's Cove Lodge operates continuously and uninterrupted (24/7) from opening day until the last guests depart. The 2022 season opens to the first guests June 22nd and last guests depart September 11th. Our 2022 operating season is 82 days with guests and includes 22 turnover days.

Any and all mechanical issues with vessels are reported to the Manager of Marine Operations immediately upon discovery. Guest Services is responsible for immediate communicating with all embarked vessels and immediate communication of these issues to the appropriate departments. Furthermore the Guest Services Managers manages the back-up vessel and guide plans and enacted contingencies. All of our vessels are booked every day with few exceptions.

Each guided or self-guided saltwater excursion boat returns to the lodge by 5:00 pm. Guided vessels returning from freshwater trips are to be back to the dock by 6:00 pm. (Freshwater trips do not impact the fish processing plant to the extent that saltwater trips do. Additionally, freshwater trips have more travel time each day and less time on the water (fishing) for guests.)

When boats return to the lodge in the evenings, guests and fish are unloaded, fish processing forms completed, vessels are thoroughly cleaned (interior and external, including heads), tackle and fishing gear maintenance, boating gear maintenance, vessel maintenance checks are to be performed after each guided day (by captains) so that there are no surprises the next morning. Our mechanical and support company is willing to work all night if need be to perform necessary repairs to ensure that our fleet is in shape for each days uses. The mechanics and related support staff are not available early in the morning to handle repairs that should have been known the day or night before. Dock (Processing Plant) and Guest Services communicate each evening for total fish counts for evening counts.

Dinner is served to the guests and the crew between 6:30 pm and is over around 8:15 pm. If circumstances prevent any staff from being able to attend dinner, our chefs and kitchen staff can plate and hold dinner with notice. It is NOT a requirement for our crew to enjoy dinner with guests, however crew are welcome. The dinner and evening presentation is a great way to wrap up the day's exhilarating moments. Awards are given at the end of each trip to guests who chronicle their experiences with their captains.

Fishing & boat assignments are plotted out for the season by the Guest Services Manager. Though we try to set a schedule, these are never "etched in stone" and can be changed depending on guest's needs, equipment availability, mechanical breakdowns, severe weather and a whole range of circumstances.

Compensation

- Salary \$42,000 - \$56,000 to Start, depending on experience.
- Seasonal TIPS
- 6 Weeks of PAID vacation = Administrative - Season Vacation in late September/early October (2 Weeks), Thanksgiving Break (1 Week), Christmas/New Year Break (2 Weeks) and an additional weeklong break before the season starts (taken in mid/late May, after all final payments are in).

Travel benefit to/from lodge, upon completion of each operational season. Room and exceptional board provided while at the lodge. Other benefits disclosed at interview.

Accommodations & Meals during time in Alaska: Crew will be housed in private rooms. Only very few crew rooms have private baths, all others will share bath facilities. Laundry facilities (including detergent) are provided along with bedding and bath linens. Our staff enjoys the same hearty meals as the guests. There is

no obligation for crew to share their meals in the company of guests; crew is welcome to enjoy their meals in the privacy of their rooms, etc.

Personal Items: Your only living expenses while at the lodge will be personal items: i.e. toiletries, medicines, special requests from Juneau, etc.

Together, this Job Description and the Employee Handbook constitute the expectations of our Guest Services Manager and are considered a mutual agreement between the employee and the lodge.

Employment at Whaler’s Cove Lodge is “at will”; Whaler’s Cove Lodge is an “at will” employer.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Whaler’s Cove Lodge is a permit holder in the Tongass National Forest and Admiralty Island National Monument. All company policies, local, state, and federal laws are expected to be followed.

Please submit Letter of Interest and Resume to: wclapplicant@gmail.com

Together, this Job Description and the Employee Handbook constitute the expectations of our Dining Room Servers and are considered a mutual agreement between employee and the lodge.

Name: _____

Address: _____

Address Line 2: _____

City: _____ State: _____ ZIP: _____

Signature: _____ Date: _____

General Manager Signature: _____ Date: _____

HR use only	
WC code	9052
AK Occupational Code	98-11-9199
Generic title	Guest Services Manager
Pay grade	\$ per hr/month
Management? (Yes/No)	Yes
E/NE status	