



HEADLANDS

COASTAL LODGE & SPA

GUEST EXPERIENCE CONCIERGE

Headlands Coastal Lodge & Spa is a luxury retreat catering to adventure-seekers and the active Pacific NW lifestyle. Our intimate ocean view restaurant features the region's cuisine with an element of surprise.

In this unique career opportunity, you will assist in the development and delivery of engaging guest activity programming.

About the Lodge

The Headlands Lodge concept responds to a gap in the market for a luxury oceanfront experience that presents outdoor recreational opportunities for the next generation traveler.

The resort—planned to showcase the active, outdoor culture of the carefree, casually-elegant, and authentic Pacific City lifestyle—is the inspiration of Jeff Schons and Mary Jones at the helm of the Nestucca Ridge Family of Companies. The company also owns and operates the Inn at Cape Kiwanda, Cottages at Cape Kiwanda, Shorepine Vacation Rentals and the award-winning Pelican Brewing Company.

“For all the character found in so many Oregon coast towns, there is no luxury hotel that embraces the unique Oregon outdoor culture and encourages guests to immerse themselves in all the natural surroundings and recreational experiences we have to offer,” says Mary Jones, owner/partner. “We’ll offer an unexpected, undiscovered retreat created with active travelers and families in mind.”

The new property joins a unique combination of beachfront cottages, vacation rentals, an inn and the award-winning Pelican Brewing Company—the only oceanfront brewpub on the Oregon Coast. The Nestucca Ridge Family of Companies is an organically-grown collection of coastal businesses dedicated to memory-making beach vacations, meetings and ownership experiences.

Pacific City

Pacific City is off the beaten path on a relatively undiscovered stretch of the majestic Oregon Coast. Cape Kiwanda, in Pacific City, enjoys a storied connection to the ocean, local rivers, beachfront and majestic outdoor playground. Surfing, kayaking, hiking, photography, beach-combing, and fishing are just some of the outdoor activities enjoyed in this beautiful beach town.

What you get to do

A rare opportunity exists for a savvy and accomplished hospitality professional to open our new luxury Oregon Coast lodge. The Guest Experience Concierge delivers the highest level of guest service excellence resulting in loyal guests. This position will assist in the development and the delivery of engaging guest activity programming that represents and communicates the Headlands Coastal Lodge and Spa brand.

As a dynamic team member and the face of our company, you will be responsible for living the vision and ensuring that the company core values are implemented throughout the front desk. Joining hands to move the Company forward is what we are all about. You will work collaboratively to deliver an exceptional experience to guests—one that creates cherished memories.

- Leverage your knowledge and passion for recreational activities in the area to create memorable experiences for our guests. You will be our ‘go to’ person for all things rest, relaxation, and recreation.
- Work collaboratively with the Headlands leadership team to ensure guest service excellence and deliver our brand promise. Achieve guest satisfaction ratings.
- Leverage your eye for detail, organizational skills, time management and follow through to assure quality service.

- Work as a member of the experience concierge team to develop active programming that represents and communicates our brand.
- Exceed revenue goals. Manage leads and website campaigns from initial inquiry to closing of event and activities sales. Upsell where beneficial to the guests.
- Develop and maintain vendor partnerships. Collaborate with your partners and work to meet the collective needs of the group.
- Put Headlands in the spotlight by staying on top of trends for recreational programs and identifying creative opportunities to differentiate.
- Present information about area recreational activities with guests and coordinate the promotion of those products and services.
- In partnership with the GM, select, develop and lead your concierge team. Design and deliver our concierge training program.
- Keep your skills and knowledge sharp by frequently participating in community events and enjoying recreational activities you will be representing. This includes hiking, biking, paragliding, fishing, ATVs, horseback riding, whale watching, and kayaking as well as attending concerts, visiting museums, and other local area attractions.
- Work with the team to create and deliver special events that appeal to our Headlands guests such as wine tastings, recreational programs, and holiday activities. We like your creativity!

Lifestyle and company benefits

This is a full-time, hourly position. Benefits include paid vacation, 401K retirement savings plan, medical, dental, vision, accident insurance, PTO plan, company discount card, and more. And let's not forget about the amazing outdoor adventures that the Central Oregon Coast has to offer!

TO APPLY

If you think you are eligible for this position, please submit a **resume** and **cover letter** to KristaT@kiwandahospitality.com. In the subject line, please include "Job Application:," your name, and position you're applying for (Ex: Job Application: John Smith for General Manager).

To see more job openings go to [HeadlandsLodge.com/Careers](https://www.headlandslodge.com/careers)