



HEADLANDS

COASTAL LODGE & SPA

GUEST SERVICES TEAM

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 join a high performing team of hospitality professionals to deliver an exceptional experience for guests. You and your team will open our coastal lodge and spa in December 2017.

We are hiring for the following positions:

- **Welcome Agent**
- **Reservationist**
- **Overnight Guest Services**

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

Our guest services team will get to work collaboratively across the organization to develop and deliver a full suite of services. Be empowered and have fun creating an exceptional experience for our guests and fellow employees.

- Leverage your knowledge and passion to create a five star guest experience.
- Work collaboratively to ensure every guest interaction delivers our brand promise.
- Put Headlands in the spotlight by staying on top of trends and identifying opportunities to differentiate our services.
- Set and achieve guest satisfaction ratings. Ask guests how we are doing and take action.
- Build guest loyalty. Actively connect with guests to create positive experiences. Demonstrate reliable and responsive service to include quickly solving concerns.
- Be a life-long learner; Whether learning a new skill, taking a class, or exploring the area to share your experience, you will have the opportunity to continue to develop and grow.

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)