



HEADLANDS

COASTAL LODGE & SPA

NIGHT MANAGER

Headlands Coastal Lodge and Spa is a luxury retreat catering to adventure-seekers and the active Pacific NW lifestyle. Our carefully appointed 33 room hotel offers a breathtaking view of the ocean, Haystack Rock, and Cape Kiwanda.

In this unique career opportunity, you will join a high performing team of hospitality professionals to deliver an exceptional experience for guests. The Headlands Lodge showcases the active, outdoor culture of the carefree, casually-elegant, and authentic Pacific City lifestyle. You will join our family of companies to include The Inn at Cape Kiwanda, Shorepine Vacation Rentals and the award-winning Pelican Brewing Company.

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 works 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 across companies and within your team 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.
- Be the go to person for guests by delivering a high level of service including checking in and out of guests and connecting them with information and resources to make their vacation a memorable one.
- Master details: balance all revenue outlets, audit all the needed revenue centers, balance credit cards and cash transactions.
- Audit all room rates identifying all rates below standard rates, audit the status of all rooms per Maestro report.
- Review the night audit process and other processes for potential improvements; Run the night audit processes and perform system backup and date changes as necessary.
- Collaborate with your team across department and company lines to ensure we deliver an exceptional guest experience. Ensure that guest requests and information is captured and passed along to the morning team and department managers.
- Notify your partners in Finance and Accounting of all discrepancies.

Lifestyle and company benefits

This is a full-time, year-round position eligible for benefits. We offer a schedule working four 10 hour days which helps to provide you with three full days off. Must be available to work within the hours of 6:00pm to 6:00am. Benefits include paid vacation, 401K retirement savings plan, medical, dental, vision, accident insurance, paid time off, 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)