



HEADLANDS

COASTAL LODGE & SPA

GUEST EXPERIENCES CONCIERGE

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

In this unique career opportunity, you will join a high performing team of professionals. If you are a creator of stoke....this is a great opportunity for you.

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 of travelers.

The resort showcases the active, outdoor culture of the carefree, casually elegant and authentic Pacific City lifestyle. 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

The Guest Experiences Concierge, aka Adventure Coach, 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 & 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 sales and service process. 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 to guests and coordinate the promotion of those products and services.
- Keep your skills and knowledge sharp by frequently participating in community events and enjoying the 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

We care about the health and well-being of our employees. As such, full-time, year-round positions are eligible for our robust benefits package to include medical, dental, 401(k), paid time off and employee discounts.

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)