

Guest Experience Coordinator

JOB DESCRIPTION

Overview

\$14.82 per hour (Biweekly pay) Temporary/Full Time (June 19th, 2023 - Nov. 11, 2023)

Hourly Work Schedule: 8:00 A.M. – 4:30 P.M

Join our growing team at Clear Sky Resorts Grand Canyon! Check us out at www.clearskyresorts.com to get a look at our unique and evolving 45 Dome resort.

Employment is to take place at Clear Sky Resorts located at 629 E Highgrove Rd, Williams, Arizona 86046, 20 minutes from the Grand Canyon, 35 minutes from the center of the City of Williams, and an hour away from Flagstaff. The location of the resort is within a rural region in Arizona.

JOB SUMMARY: At CS Grand Canyon Clear Sky Resorts, our collective efforts shape our success. As a Guest Experience Coordinator, you will collaborate closely with your colleagues to enhance the overall guest experience. This position, akin to a concierge, encompasses diverse responsibilities such as responding to phone calls and emails, managing bookings, replenishing supplies, maintaining cleanliness, conducting property tours, and organizing guest activities.

Our resort offers a unique hospitality experience; you're not just serving guests but also becoming a part of their memorable journey near the grandeur of the Grand Canyon.

As a valuable member of our team, you are entitled to free on-site employee housing and can enjoy a 50% discount on meals from our on-site food truck, along with discounts on retail items. Moreover, you can utilize all property amenities and have access to the majestic Grand Canyon National Park. Please note that the cost of discounted meals will be deducted from your subsequent paycheck.

We take pride in fostering a vibrant, safe, and respectful work/home environment. Engaging employee activities are a regular feature of life at Clear Sky, and participation is warmly encouraged.

PLEASE NOTE: On-site housing accommodations at no extra charge to employees, featuring both an outdoor and indoor kitchen as well as communal/private bathrooms, the choice to stay on-site is entirely optional. Employees opting out from on-site housing will need to secure their own housing and transportation for commuting to and from the resort.

Responsibilities

- Answering phones and emails
- Utilizing the booking system
- Restocking supplies
- Cleaning tabletops, floors, counters, etc.
- Interacting with guests

- Touring guests around the property
- Organizing guest activities

What do you get?

- Overtime, when needed, will be paid at a 1.5 salary rate (\$22.23 per hour).
- On-the-job training will be provided for two weeks at the standard wage rate.
- Free lodging is provided for employees, and a 50% discount on regular priced food, drink, and retail items is available.
- Reimbursement and payment for transportation and daily subsistence expenses incurred when traveling to the resort to begin employment and when returning to place of origin after completion of employment. Reimbursement for initial travel to the worksite will be included in your paycheck after completing 50% of your employment period. Payment for traveling expenses back to your place of origin will be included in your last paycheck.
- Reimbursement for all visa, visa processing, border crossing, and any other related fees, with the exception of passport expenses and other charges that are primarily for the benefit of the worker in the first week of employment
- All tools, supplies, and equipment required to perform the duties assigned

Qualifications

- Minimum of a High School Diploma
- At least 3 months of experience in a similar position
- Excellent customer service skills
- Ability to work independently and as part of a team

Additional Notes:

- 8-hour morning and afternoon shifts are available working 5 days per week. Shift schedules are agreed at the interviewing process according to employment needs and candidate's preference/availability.
- CS Grand Canyon Clear Sky Resorts will use a single workweek as its standard for computing wages due. All deductions required by law will be made from the worker's paycheck. Additionally, 50% of regular price for food, beverages, and retail consumed by employees will be deducted from their paycheck.
- Employees are expected to retain all related receipts and present them to CS Grand Canyon Clear Sky Resorts at the time of their arrival to the Resort's facilities for the reimbursement..
- Employees staying at the resort will not require transportation. Yet, employees who under unforeseen circumstances are required to travel for work related reasons to and from the worksite will be provided company transportation.

Clear Sky Resorts is an Equal Opportunity Employer. All applicants matching our qualifications will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.