



## **LONG POINT ECO-ADVENTURES: *Concierge***

Long Point Eco-Adventures is seeking cheerful, outgoing and reliable individuals who enjoy customer relations to join our Front Office team. The Concierges will be the main point of contact for guests arriving on-site. The successful applicant will possess a positive attitude, exceptional communication skills and willingness to assist guests with any requests that may arise. A high level of initiative and ability to work as a team is essential to being a Long Point Eco-Adventures employee.

### **Concierge responsibilities include, but are not limited to:**

- Knowledge of daily activities and events happening on-site
- Ensure inventory and cash is balanced on a regular basis
- Handle in-person inquiries and complete reservations and payments with accuracy
- Greet all on site guests with a friendly smile and willingness to help
- Maintain the highest level of customer service when checking guests in and out of all lodging accommodations
- Promote & assist with the renting of paddle boards, mountain bikes, and kayaks
- Ensure all activity waivers have been signed for each tour
- Sell merchandise from the tuck shop
- Keep office in a clean and orderly fashion at all times
- Perform other duties as requested

### **Qualifications:**

- High School Diploma required; preference given to those with a diploma or degree in corresponding university or college program
- Must have very strong communication skills, including telephone and email etiquette
- Ability to multitask and prioritize in a fast-paced environment is essential
- Act in a friendly and professional manner at all times
- Experience working with computers and booking platforms preferred, but not required
- Possess the ability to stay calm and make quick decisions in varying customer service situations
- Able to work well with others for long periods of time during a shift
- Must pay strong attention to detail to ensure accuracy with every transaction & interaction
- A strong work ethic, positive attitude and personality are a must

The Concierge's must be available to work days, evenings, weekends and holidays from **May 31st – Nov. 15th.**

*Thank you for your interest in Long Point Eco-Adventures. Only successful applicants will be contacted.*