



Lodging Associate Job Description

Summary of Position

We are looking for a Lodging Associate who is energetic, enthusiastic, and organized with great customer service skills to help manage our seven vacation rentals. The position is full time, Sunday through Thursday, reporting to the Executive Director (ED). Previous lodging/vacation rental experience is highly desired. You will be working with a very experienced, supportive and committed staff and management team. Compensation and responsibilities are dependent upon prior experience and skills.

Position is primarily responsible for:

- Guest relations
- Oversight of our online reservations system (innRoad)
- Lighthouse memberships

Required Skills

- General office administration experience, including experience with taking inbound calls and emails, entering data into and organizing spreadsheets
- High level of attention to detail
- Great interpersonal skills
- Great teamwork
- Impeccable customer service

Desirable Skills

- Lodging with hotel management software experience – hotel/motel front desk, Bed & Breakfast, vacation rentals, etc.
- Experience with, or ability to easily learn, various software systems including but not limited to membership databases, payment management systems, and email management systems i.e. Constant Contact, MailChimp, etc.
- Marketing experience, including social media
- Graphic design skills: experience creating newsletters, flyers, and advertisement graphics for web and print
- Microsoft Office Suite

Full Job Description

At the high level, the Lodging Associate is responsible for:

- Guest relations
- Managing Lodging reservations
- Manage and oversee our online reservations system, innRoad, and our channel partners (Airbnb, Expedia, Booking.com)
- Lighthouse memberships

- Supporting special events (publicity, onsite support, taking reservations, etc.)

The detailed responsibilities of the person working the Lodging desk are listed below. The Lodging Associate is expected to execute these responsibilities in a timely, effective, efficient and thorough manner.

Reservations

- Assemble check in packets and reservation sheets for arriving guests.
- Check each unit that is being rented on the day of the guests' arrival to ensure it meets with cleanliness standards and that there are no repairs or problems that need to be fixed. Add any issues with the units or grounds to the Maintenance List or Housekeeping List for review and action. Deposit the check in packets to the check in mailbox after room checks.
- Coordinate with the Housekeeping staff on daily cleaning duties.
- Correct any guest affecting issues immediately if you can do so. If you cannot resolve the issue, report the issue to Maintenance or Housekeeping and follow up to insure they are adequately addressed.
- Review reservations taken by other lodging employee, ensuring that no mistakes have been made through booking, changes to reservation, or cancellations.
- Review reservations, process billings, manage add-on charges (pet fees, celebration packages, etc.) and email related policies to guests.
- Check Lodging email throughout the day and respond to emails as required (as soon as possible).
- Answer phone calls and messages placed to the lodging line (inquiries about lodging, the Lighthouse Tower and grounds, hours of operation, memberships, special events, etc.) during the Lighthouse hours of business. Respond as soon as possible.
- Coordinate with housekeeping on ordering cleaning and rental unit supplies.
- Maintain adequate supply of all guest check in packet materials.

Maintain and update the PALKI Member database

- Enter new renters and members into the PALKI Member Database.
- Update the data for returning guests and membership renewals/cancellations.
- Extract data from database as needed in the form of various reports.

Manage Memberships

- Process new memberships.
- Prepare Lifetime and Annual Membership packages and mail.
- Order plaques for memberships, memorials and bench orders.
- Mail out renewal notices, thank-you letters, special event notices, etc.
- Maintain memberships in the database and make sure they are current.
- Update and print current list of active members, as necessary.



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- Update MailChimp member contact list with new member email addresses or changes to existing members' information
- Mail out thank-you letters for donations to the Light Station.

Miscellaneous

- Support special events such as Night Tours, Lecture Series, Discover the Coast, National Lighthouse Day, Wind & Whale Celebration, Light Station Garage Sale, Holiday Open House, etc. This includes onsite support during the events, printing posters, taking reservations, etc.
- Create and mail out gift certificates.
- Provide backup for other employees (lunch breaks, busy days, sick days, etc.).
- Assist with processing the Station's newsletter (printing labels, folding and sorting, sending out emails, etc.)
- Process bulk mailings for fundraising and membership voting ballots
- Schedule Group Tours (school groups, church groups, large tours of more than ten, etc.) and record specific information on the group tour form. Notify PALKI Staff of these events.
- Keep a master calendar for the Light Station of all scheduled group tours, weddings, and special events.
- Update the in-house information binders to ensure accurate information is available to all guests. Ensure that emergency contact information is current and posted in each unit and in the information binders.
- Keep and maintain a clean desk and workstation at all times.
- Organize, sort and file all paperwork and print materials for Lighthouse duties and promotional material (lodging rate info card, welcome letter to guests, welcome to Point Arena handout, etc.). Reprint forms as needed.
- Manage social media (Facebook, Instagram, Twitter)