



The Retreat at Silvies Valley Ranch - Concierge

Position Overview

The Concierge is a critical guest-facing role responsible for delivering exceptional personalized service and ensuring a memorable experience for guests at the Retreat at Silvies. This position requires a caring person with exceptional communication skills, outstanding attention to detail, organization of multiple systems and coordinating with multiple teams, skills in software and information management, and a personal commitment to creating unforgettable guest interactions with Silvies Team Members.

Reports to: Director of Guest Services

Full-time, seasonal - with potential for year-round opportunities

Annual Salary: \$41,500 + tips and bonus incentives

Start Date: 1/15/2025

Contact: Jamie Denué - jamie.denué@silviesvalleyranch.com or 541-573-5150

Key Responsibilities

Guest Communication and Care Responsibilities

- Process and manage guest questionnaires on a timely basis
- Create and deliver guest itineraries on a predetermined timeline
- Conduct comprehensive pre-arrival contact
- Track guest ETAs and communicate special needs
- Self-implement personalized guest amenities
- Communicate and insure implementation of dietary needs, celebration details, and special requests
- Coordinate airport pickups and transportation

Reservation and Activity Responsibilities

- Cross-trained in Reservations and Front Desk operations to assist when needed
- Cross-trained in Rangers and Activity operations
- Manage scheduling interfaces: Activity Schedule, Tee Sheet, and Spa bookings
- Maintain comprehensive knowledge of all current resort packages and experience inclusions
- Coordinate with managers of all departments to ensure seamless guest experiences

Operational Coordination

- Maintain detailed records of guest preferences and interactions
- Utilize software platforms including Microsoft Office, Google Drive, StayNTouch, Zoho, Canva, Webmail, and Lightspeed
- Collaborate with Director of Guest Services and Activity Director
- Ensure smooth communication across all resort departments to ensure that the time of all team members involved (rangers, spa therapists, wranglers, etc.) is scheduled efficiently

Qualifications

- Exceptional interpersonal and communication skills
- High skills in sales
- Detail-oriented with strong organizational abilities
- Ability to multitask in a dynamic resort environment
- Familiarity with hospitality management software (preferred)
- Passion for creating memorable guest experiences
- Minimum 5 years experience in guest facing customer services, sales, and hospitality
- OLCC and Oregon Food Handlers License or ability to obtain one upon offer of employment
- Valid drivers license and reliable transportation required - with the ability to be covered by ranch insurance

Additional Notes

- Housing available in Burns, OR: rent subsidized by Silvies
- Employee discounts on meals, retail, and resort products and services
- Generous benefits program
- Potential for tips and performance bonuses
- Opportunity for cross-departmental training & use of recreation opportunities

The ideal candidate will embody the Silvies Valley Ranch commitment to delivering extraordinary western hospitality with a personalized touch.