

TOURISTS

JOB TITLE TOURISTS Guest Experience: Art & Adventure Coordinator

EMPLOYMENT CLASSIFICATION Full-time, Salary, Exempt OR Part-time, Hourly, Non-exempt

LOCATION TOURISTS

REPORTING RELATIONSHIP Reports directly to Hotel Manager/AGM; Indirectly reports to General Manager

Job Description Summary

TOURISTS' goal in all positions is to exceed the expectations of our guests. The Art & Adventure Coordinator contributes to that experience by possessing in-depth knowledge of local activities, attractions, entertainment, health & wellness, galleries, museums, businesses, venues and travel options.

This role is responsible for developing programs, acting as administrator for our activity reservation system, and managing a team of facilitators, both in-house and third-party contractors.

This position is required to work closely with all departments, in particular the front desk team, to ensure guests have everything they need to make their stay memorable and seamless. This includes working side-by-side with front desk agents and the Front Office Manager to provide concierge-level service to our guests. The ideal candidate will have event experience, connections in the outdoor, wellness and/or arts spaces, and will be able to facilitate partnerships and corporate group programming. The successful applicant is a genuine people person, a self-starter, an expert communicator (both written and oral), and motivated to see all tasks through the finish line.

This is a very visible position and all TOURISTS staff are expected to greet all guests in close proximity and make each feel important by providing a genuine welcome. Furthermore, the Art & Adventure Coordinator must continue to cultivate and maintain the company's culture, values and reputation in the public eye, and with all staff, guests, vendors and partners. Based upon fluctuating demands of the operation, it may be necessary to perform a multitude of different functions not specifically related to this position. The Art & Adventure Coordinator may be expected to perform other tasks and duties as needed or as directed. Furthermore, employee responsibilities and job descriptions are subject to review and revision.

Essential Functions and Accountabilities

1. Guest Experience

- Work with Hotel Manager and key players to cultivate a robust art and activities program
- Develop Standard Operating Procedures (SOPs) for programming, reservations and bookings to ensure quality of service, regulatory compliance, and set standards
- Assist Front Desk and provide concierge-level service to guests
- Resolve conflicts in a timely manner and implement service recovery as needed
- Manage supply and equipment inventory and ordering, and ensure that all equipment is maintained in good, safe working condition
- Develop and execute event programming, including performance initiatives, for hotel guests and locals
- Develop partnerships and corporate group programming
- Execute special projects in collaboration with TOURISTS' Management Company, Unfinished Projects
- Works closely with: Front Office, Events, Sales & Marketing and Retail teams

2. Financial Oversight

- Maintain accuracy with all accounting and billing procedures
- Assist accounting with invoice approval and proper departmental allocation
- Set monthly revenue goals for on-site programming and implement strategies to achieve those sales goals
- Provide weekly and monthly financial forecasting reports to Hotel Manager and General Manager

3. Staff Oversight
 - Ensure all staff properly are trained and compliant with SOPs and Company Policies
 - Maintain all staff files in accordance with state and federal law
 - Manage employee review dates and performance standards
 - Manage scheduling, ensure complete data, historical tracking and staff compliance
 - Ensure all staff maintain a high level of personal hygiene and adhere to dress code policies for their scheduled shift
 - Ensure timely reporting of all safety infractions and injury incidents
 - Ensure open lines of communication with staff, all departments and upper management at all times via email, log books, meetings, etc., to ensure all needs of the hotel are met
4. Personal Performance Standards
 - Attend all relevant meetings and maintain meeting notes
 - Adhere to all standards of operations, policies and procedures, manuals, training material, memos and verbal instruction
 - Create a respectful and safe work environment
 - Maintain on-going professional development
 - Maintain an increased awareness of safety issues throughout the property
 - Keep abreast of safety and emergency procedures and OSHA requirements

Education & Experience

College degree preferred. Two years of related experience in hospitality, service industry and/or activities programming.

Performance Standards

1. Ability to write routine reports and correspondence
2. Ability to speak effectively before groups of co-workers and guests
3. Proficiency in Microsoft Excel, Word and Email
4. Ability to understand other computer programs (i.e. PMS and POS)

Security/Confidentiality

Maintain an increased awareness of safety issues. Ensure all security policies and procedures are observed in areas such as computer security, keys, locks, inventory, property and employee information.

Working Conditions/Environment

1. The noise level in the work environment is usually moderate
2. The person in this position may have to lift up to fifty (50) pounds on a daily basis; anything over fifty (50) pounds is considered a minimum two (2) person lift
3. The person having this position may have to sit for one (1) hour, stand and/or walk, push, kneel, bend, balance, squat, reach and stretch for eight (8) hours per day
4. Extended time utilizing computer systems and screen time are expected in this position.

The work environment characteristics described herein are representative of those an employee typically encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.

If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff. I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Signature: _____

Date: _____

Print Name: _____