

River Mountain

GUEST EXPERIENCE MANAGER

The River Mountain (RM) Guest Experience Manager is responsible for engagement with guests from the first point of contact on site through guest departure, with a focus on customer service. In addition to ensuring guests have access to the 150-acres of onsite amenities and outdoor activities, the Guest Experience Manager serves as RM's outdoor-adventure concierge, promoting offsite activities, whether conducted by RM personnel or third-party guides / vendors.

As a start-up business, experiencing greater than anticipated volume out of the gates, we consider the development of our business to be an adventure in its own right. Our culture requires every RM team member to roll up sleeves and help, in potentially any area of the business (e.g., housekeeping, food service, building campfires, or transportation on company shuttles).

The Guest Experience Manager reports to the Executive Director, and works with all RM leadership.

Qualifications

- Four-year degree preferred.
- Experience as a leader in outdoor-adventure programming (canoeing, hiking, climbing, caving) preferred.
- Hospitality industry experience preferred.

Essential Abilities and Qualities

- Unwavering focus on the RM guest experience.
- Entrepreneurial mindset and spirit. (Everybody sweeps the floor!)
- Emotionally mature; eager to accept responsibility.
- Deep belief in the worth of every River Mountain guest -- and all people.

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Responsibilities

- Help execute all Retreat programming, in cooperation with the Executive Director and RM leadership team.
- Check guests in and out, which requires the use of reservation / POS software, administration of waivers, and helping with guest luggage and gear -- in addition to COVID-specific responsibilities (e.g., temperature checks, surface cleaning, etc.)
- Participate in the recruitment, hiring, and retention of River Mountain program employees.
- Ensure consistent and safe delivery of programs and activities designed for RM guests.
- Provide leadership that ensures the mission and values of the Retreat are always in practice.
- Create a welcoming atmosphere for guests, staff, and community partners that embraces diversity.
- Participate in the development of program-training for staff.
- Help conduct staff training, as needed, to ensure programming is executed to plan -- safely.
- Identify and assess risks in RM activities, and respond appropriately -- mitigate and report.
- Ensure that operational policies, procedures, and standards are followed, with a critical focus on how they help (or hinder) programming.
- Serve as an onsite expert for RM's programming and activity-related equipment.
- Serve as an onsite liaison for program-related inspections -- which could include visits from equipment vendors or PA OSHA, among others.
- Serve as a driver for off-site programming and shuttling guests to and from our major markets.

Other Job Duties

- Depending on seasonality, occupancy, staffing levels, and other variables, the Guest Experience Manager will participate to varying degrees in all RM roles and duties. No one is above any job that needs doing.

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Compensation and Benefits

- This is a salaried position. Salary will be commensurate with experience.
- This position is not residential, but will require some overnight 'On-Duty' stays.
- RM pays 75% of medical insurance for the Program Manager, which includes health, dental and vision.
- Paid Time Off.

Other Certifications / Requirements

- Relevant adventure-program training and certifications.*
- Must pass extensive background check.
- Valid driver's license.
- Certified Food Safety Professional (Food Handler) certification.*

* River Mountain will arrange and pay expenses for these certifications / memberships, as needed to support RM programming. Please complete Programming Staff Skill Competency Disclosure, and email to liz@rivermountain.org.

River Mountain Retreat provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

River Mountain Retreat is located in Bedford County, in south-central Pennsylvania's Allegheny Mountains.