

## Job Overview

The purpose of this position is to organize and implement social programming and concierge services at our resort for both our guests and members. The Adventure Planner is responsible for providing our members and guests with a varied and exciting palette of activities and events to meet the needs of the resort community.

## General Responsibilities

- Coordinate and market all on- and off-site activities to members and guests of the resort.
- Serve as a liaison between resort guests/members and the resort's outfitter partners by providing guests/members with detailed, in-depth information about each tour/service that the different outfitters provide.
- Facilitate and confirm guest and member reservations with the Central Oregon outfitters with whom the resort has partnered.
- Identify necessary vendor/partner support for each event and activity.
- Provide comprehensive, appropriate guidance to guests and members on shopping, dining, cultural, recreation and outdoor pursuits available in the Central Oregon area.
- Effectively communicate with all departments on future activities.
- Assist the Recreation Supervisor by overseeing the reservation, check-in and check-out processes for summer camps and other children's activities.
- Effectively merchandise, market and sell retail items to guests and members.
- Oversee rental operations of bicycles, Ranch Rovers and sports equipment, ensuring all proper documentation is completed and filed appropriately and that equipment is checked back in properly and in a timely fashion.
- Assist the Recreation Supervisor and the Catering Sales-Event Manager with the planning and execution of on-site group recreation.
- Establish and build relationships with member base to understand needs and expectations.
- Assist as needed with other duties in and around the Athletic Center, including (but not limited to) maintaining facility cleanliness, serving food, facilitating poolside activities, etc.

## Job Qualifications

### *Education:*

- High school diploma or equivalent.

### *Experience:*

- Experience in activity planning/concierge services strongly desired.
- Effective oral/written/telephone communication skills and well-developed project management skills.
- Knowledge and enthusiasm for Central Oregon outdoor and other activities strongly desired.
- Strong background in customer service and problem resolution skills
- Experience working in an upscale hotel / resort setting suggested
- Ability to seek and build relationships with members, guests and the local community.
- Ability to multitask and maintain composure under multiple / high-volume demands.
- Time management and organization skills required.

- Must have enthusiasm and a passion for helping people who are planning and/or looking for recommendations for their vacation and outdoor activities.

**FLSA Information**

**Management Activities**

- None

**Discretion / Independent Judgment**

This position does represent the company in working with local outfitters and handling guest complaints. An Adventure Planner will be expected to work with members and guests to ensure satisfaction. An Adventure Planner will have to take initiative and get creative in resolving challenges and involve a supervisor when previous methods have been unsuccessful.

**ADA Information**

**Physical Requirements**

- Ability to speak and hear
- Close and distance vision
- Frequent standing with some walking and sitting
- Frequently lifts/carries up to 15 lbs
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills

**Working Conditions**

- Generally in an indoor office setting
- Will be using a computer frequently
- Varying schedule to include evenings, holidays and extended hours as business dictates