

We are looking for a part time Guest Services Concierge to join the team at our new riverfront property, the Bowline Hotel! You need to be an expert in customer service and possess a polite and friendly attitude. If this sounds like you, we'd love to meet with you.

As a Social Purpose Corporation and certified B Corp, we strongly believe in protecting our environment and supporting our local community. We are located on the Pacific Northwest Coast (Long Beach, WA and Astoria, OR). Travelers come to enjoy our ocean and river views and live music in our restaurant that are attached to our hotels.

Responsibilities and Duties:

Checking guests in/out

Informing guests of in-room and property amenities, available packages, and hotel policies

Answering phones

Managing online, phone, and walk-in reservations

Handling guest complaints with efficiency and professionalism

Take care of billing at check/out and escalate major issues to management

Creating positive guest experiences

Cashiering for take-home items

Assisting bar staff with serving food and drinks

Communicate closely with housekeeping

Qualifications:

Food Handler's Permit

OLCC Permit

Hotel experience a plus

Serving/bartending experience a plus

Excellent customer service

Positive attitude

Great teamwork

Working Hours and Benefits:

This is a part time position and you will average 16-24 hours per week. Friday and Saturday Evenings with occasional Sunday shifts. We offer PTO, 401k, and an employee assistance program. We also offer free hotel stays, pool/sauna use, employee discounts, and employee points you earn every hour that you work to spend on company food and beverages, merch, and more!