



Seyon Lodge Lead Guest Services Associate

PG 15

Serves as the guest services associate at Seyon Lodge professionally and courteously representing the park while performing the general to more complex guest services duties including day-to-day lodge housekeeping, restaurant service, maintenance and operation of the Seyon Lodge. Position reports to the Seyon Innkeepers or Seyon Lodge Cook in the absence of the Innkeepers. Weekend work is required. Position is in Northeast VT. Apply online to “Seyon Lodge” in the Park Preferences section in the online portal (Region 4).

DEFINITION:

Serves as the lead guest services associate at Seyon Lodge representing Vermont State Parks professionally and courteously while performing the general to more complex guest services including day-to-day lodge housekeeping, restaurant service, maintenance and operation of the Seyon Lodge. Position reports to the Seyon Innkeepers or Seyon Lodge Cook in the absence of the Innkeepers.

EXAMPLES OF WORK PERFORMED:

May supervise or train others at Seyon Lodge. May assist with developing staff schedules. May assist with initiating and supervising minor operation and maintenance projects for the lodge. Routine maintenance of lodge, grounds and facility care such as cleaning and preparing guest rooms, bathrooms, and lodge common rooms and areas, including the conference facility; food preparation, serving of meals, and kitchen cleanup; mowing lawns, raking and removing litter and rubbish from all public spaces; tending to vegetable and flower gardens that provide lodge food and decor; maintaining fishing boats for anglers; and preparing and painting lodge and grounds structures. Performs routine equipment maintenance. General lodge operations such as providing excellent customer service both over the phone and in-person; assisting lodge guests with check in; preparing, serving food and cleaning of kitchen; boat rentals for anglers; assisting with special events and weddings including setting up tents, tables and chairs and parking guests; assisting with rule and regulation compliance; serving as member of lodge emergency management team; assisting with accident/incident investigations; and may complete daily reports and cash-out procedures. Sets a leadership example for the rest of the Seyon Lodge staff. Must work as a team player with all staff members while accomplishing all assigned duties. May assist with staff evaluations. Completion of other tasks and duties as assigned.



KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Ability to set a leadership example for other lodge staff.
- Ability and willingness to work with other people as part of a team.
- Ability to understand and carry out complex oral and written instructions and communicate those to other team members.
- Ability to keep up in a fast-paced work environment.
- Ability to work long hours while standing under conditions of high heat and humidity.
- Ability to learn use and care of tools and equipment commonly used in buildings and grounds maintenance, including vacuum cleaners, lawn tractors, string trimmers and other power equipment.
- Ability to understand and carry out oral and written instructions and communicate those to other team members.
- Excellent customer service skills.
- Basic knowledge of cooking and equipment, and of food service and handling regulations and health standards.
- Basic knowledge of housekeeping techniques and equipment.
- Knowledge of appropriate money-handling procedures.
- Knowledge of basic building and grounds maintenance.
- Knowledge of routine equipment maintenance.
- Knowledge of Vermont State Parks policies and procedures as relative to the Seyon Lodge.

ENVIRONMENTAL CONDITIONS:

Work is performed inside the lodge and outdoors in all weather and temperature extremes during an assigned shift. Lodge work includes commercial kitchen with work conditions that may include high heat and humidity. Regular use of cutters and knives, and commercial dishwasher. Must be able to lift heavy weights up to 60 lbs. Regular use of hand and power tools and equipment such as vacuum cleaners, hammers, hand saws, string trimmers and lawn mowers. Duties require considerable interaction with the public, occasionally under stressful conditions. Position may require weekend and evening work

MINIMUM ELIGIBILITY REQUIREMENTS:

Education: High School Diploma or equivalent.

Experience: Previous work experience.