



Job Title: Guest Relations Activities Attendant
Department: Guest Relations
Reports To: Sr. Guest Relations Manager
FLSA Status: Non-Exempt; Full time
Last Revised: December 2021

White Oak conserves and sustains some of the earth's rarest species through sustainable conservation breeding, education, and responsible land stewardship. The conservation programs span 700 acres along the St. Mary's River in northeast Florida, surrounded by 17,000 acres of mixed forest and wetlands that make up the beautiful White Oak property. White Oak serves as a premier hub offering adults and students the opportunity to experience wildlife conservation first-hand through professional training programs and immersive conservation experiences.

White Oak Mission

Save endangered wildlife and habitats through sustainable conservation breeding, education, and responsible land stewardship.

Position Purpose

Responsible for providing highest quality guest services, experiences and amenities for the owners and guests of White Oak, to advance the organization's conservation and education mission.

Responsibilities and Tasks

The essential duties and responsibilities of this position include the following. Other duties may be assigned.

- Promote all amenities, conveniences and programs offered.
- Manage guest and owner activities and itineraries from "arrival to departure" to include meetings, recreational activities, and events.
- Provide recreational activities and programs for guests, including the maintenance of recreational equipment such as boats, kayaks, sporting clays, bowling alley, etc.
- Provide guest tours of homes, property, and wildlife areas.
- Assist with maintenance of the guest fleet of vehicles to include cleaning and fueling.
- Ensure and provide flawless, upscale, and professional guest service experiences.
- Analyze guest feedback and provide strategic direction to continuously improve the guest experience
- Respond to guests needs and anticipate their unstated ones
- Expect and react promptly to guests' requirements and inquires
- Actively listen to, and resolve guests' complaints
- Ensure safe and engaging experience for WO owners and guests
- Reinforce comfortable, warm, relaxing atmosphere for guests and visitors
- Provide infrastructure and backup for efficient and effective guest services
- Participate with planning exercises to develop White Oak hospitality program in support of conservation and education mission
- Assist and support White Oak departments as needed and requested
- Perform other duties that are not specifically identified above, but are required to provide a safe, clean, healthy, and enjoyable environment WO owners and guests

Minimum Qualification Requirements

- One year of experience in a guest relations environment.
- Advanced computer software skills required, including Microsoft Excel
- Adequate knowledge of personalized services, principles and processes.
- Excellent problem resolution skills along with outstanding communication and active listening skills.
- Guest service orientation and drive.
- Highly responsible and reliable with a professional presentation
- Experience with needs assessment techniques, quality standards and satisfaction evaluation techniques

Preferred Qualification

BS degree in hospitality management, business administration, marketing, or related field.

Special Working Conditions

Must be able to work nights, weekends, and holidays. Must be able to lift 50 pounds regularly. Must have valid driver's license.

White Oak Conservation is committed to creating an environment where diverse perspectives are welcome, and to nurturing a culture where everyone feels valued and appreciated. We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to gender, race, color, age, national origin, religion, disability, marital status, sexual orientation, gender identity/expression, citizenship, pregnancy or maternity, veteran status, or any other status protected by applicable national, federal, state or local law.