



Job Title: Guest Relations Specialist

Department: Guest Relations

Reports to: Guest Relations Manager

About Us:

White Oak is located along the St. Mary's River in northeast Florida, surrounded by 17,000 acres of mixed forest and wetlands. The property is home to the state-of-the-art White Oak Conservation Center that works to save rare wildlife species and wild places, as well as lodges, offices and recreational facilities that host guests and conferences.

Position Purpose:

Assist the Guest Relations team in providing the highest quality guest services, experiences, activities and amenities for the owners and guests of White Oak.

Responsibilities and Tasks:

- Provide friendly, professional, and exceptional guest service.
 - Anticipate and respond to guests needs, requests, and inquiries.
 - Resolve guest issues and concerns promptly.
 - Reinforce a comfortable, warm, relaxing atmosphere for guests.
- Assist with welcoming guests, guest and employee orientations, presentations, and property overviews.
- Manage, maintain, set up, and support guest activities and events such as wildlife tours, boating, swimming, kayaking, fishing, nature walks, sporting clays, tennis, biking, golfing, meetings, conferences, guest parties, etc.
- Manage and maintain the sporting clays course, rifle range, and other activity areas in guest-ready condition.
- Manage and maintain property-wide firewood inventory; split and store firewood, stock guest areas as needed, and lay/manage fires as needed.
- Maintain the fleet of Guest Relations of vehicles, boats, and equipment to include cleaning, fueling and staging.
- Assist with guest arrival/departure and on property transportation as needed.
- Conduct final "guest ready" preparations in guest areas to include managing and cleaning exterior furniture, patios, porches, decks and walkways.
- Manage and maintain GR departmental areas, supplies, gear, equipment, and other items.
- Coordinate and manage the communication of guest needs to WO staff/departments and follow up to ensure guest needs are met.
- Assist and support GR Manager and other WO Departments as needed.
- Perform other duties that are not specifically identified above, but are required to provide a safe, clean, healthy and enjoyable environment for WO owners and guests.

Minimum Qualification Requirements:

- Professional guest relations/guest services experience preferred.
- BS degree in Hospitality Management, Marketing, or related fields preferred.

- Computer software skills required, including Windows 365 and Outlook.
- Excellent problem-solving skills along with outstanding communication and active listening skills
- Passion for providing exceptional guest services and experiences.
- Ability to operate without direct supervision and be self-motivated, persistent, confident, tenacious, and take pride in work.
- Efficient time management; ability to manage multiple priorities to meet deadlines; and ability to be fast and flexible – multitask.
- Flexibility in work hours and schedule; job will require working long hours, weekends, and holidays around guest use.
- Dependable, responsible, trustworthy, and neatly groomed.
- Attentive to detail

Special Working Conditions:

- Must be able to work long hours, nights, weekends, and holidays -schedule is contingent upon guest visits.
- Must be able to lift 50 pounds regularly.
- Must have a valid driver's license.
- OUPV Captain's License preferred.

If you meet these requirements, please send your resume to: White Oak Human Resources, kchance@white-oak.org. Please note: References will not be contacted until a candidate has been notified. Background checks will subsequently be performed, with candidate permission.

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.