Job Title: Director of Guest Services

Position Summary

At Great Wolf, our **Director of Guest Services** strives to continually improve guest and employee satisfaction, maximize the financial performance of the department and monitor compliance with standards and procedures.

**Essential Duties & Responsibilities**

- Manages and leads the Front Office, Reservations, PBX, Bell Services and Kids Experience departments
- Accomplishes human resource objectives by recruiting, selecting, orientating, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; enforcing policies and procedures
- Achieves guest services operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change
- Maintains guest confidence by maintaining service levels; inspiring repeat visits; making the resort a "family tradition"
- Maintains a safe, secure, and healthy environment by establishing, following, and enforcing standards and procedures; complying with legal regulations
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations. Enhances resort reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

**Basic Qualifications & Skills**

- Bachelor’s Degree in Hospitality, Hotel Management (or related field) or equivalent experience
- 3+ year previous Guest Service management experience, demonstrating ability to develop comprehensive organizational plans and managing people to obtain individual and organizational goals
- Successful completions of a criminal background check and drug screen
Desired Qualifications & Skills

- Previous experience at Director level at family themed resort
- Ability to multi-task and prioritize a variety of tasks with minimal direction
- Proven teamwork skills
- Enthusiastic and energetic
- Excellent communication skills

Physical Requirements

- Ability to lift up to 20 lbs.
- Able to sit and/or stand for long periods of time

About Great Wolf

Join our Pack! Across North America, our Pack numbers in the thousands, and we are growing as we expand our paw print - adding new lodges each year. Driven by our purpose to Bring Joy to Families, Great Wolf Pack Members act as one pack to show we care, use our imaginations, and make it personal for our guests and each other every day. Great Wolf Lodge is a fun, safe and family oriented environment where Pack Members have opportunities to improve every day and grow along with us!

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin. Equal employment opportunity will be extended in all aspects of the employer-employee relationship, including, but not limited to, recruitment, hiring, training, promotion, transfer, demotion, compensation, benefits, layoff, and termination. In addition, Great Wolf Lodge will make reasonable accommodations to known physical or mental limitations of an otherwise qualified applicant with a disability, unless the accommodation would impose an undue hardship on the operation of our business.