

Lodging Coordinator/Concierge

Summary:

Wildlife Prairie Park has often been referred to as a jewel in the Midwest. Located just outside of Peoria, IL, this 2,000-acre zoological park is home to over 150 animals/50 different species that are native to Illinois. Our guests come to learn about wolves, bison, waterfowl, black bear, elk, cougar, otter, and much more. The park opened in 1978 and has since strived to promote its mission of conservation, education, and recreation.

The Lodging Coordinator/Concierge at Wildlife Prairie Park is responsible for ensuring a seamless, concierge-level guest experience by coordinating all aspects of the park's lodging and reservation services. Wildlife Prairie Park offers truly unique lodging accommodations, including the secluded and serene Cabin on the Hill, the spectacular Megan's Cabin overlooking Deep Lakem which offers fishing, kayaking, and stand-up paddleboarding, The unique lodging also includes the converted Caboose and Grain Bins, the beautiful Legacy Cabins adjacent to the bison and elk pasture, and the relaxing lakeside view at the Prairie Stables.

For those who enjoy sleeping under the stars, the park also offers eighteen primitive camping sites that are well-maintained and ready for campers. With a variety of activities ranging from recreation, education, and conservation, as well as venues for weddings, corporate events, and special gatherings, this role requires an individual with exceptional guest service skills and the ability to manage diverse guest needs. As a one-stop concierge for reservations, this position plays a critical role in delivering outstanding customer service and operational excellence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service and Guest Experience

- Provide outstanding guest services as the primary contact for all lodging-related inquiries.
- Communicate with guests before, during, and after their stay to address needs, answer questions, and resolve concerns.
- Foster a guest-centric culture by ensuring satisfaction and responding promptly to feedback.
- Promote the park's lodging and activities to enhance experiences and drive reservations.
- Manage lodging and activity reservations using the point-of-sale system with accuracy and efficiency.
- Act as the central concierge for all park bookings, including lodging, events, and activities by managing lodging reservations, assisting guests with booking activities such as guided hikes, train rides, paddleboard, kayaking, fishing, laser tag, education classes, movie nights, bon fires, hayrack rides, private animal encounters, and more.
- Coordinate with maintenance, housekeeping, and guest services to ensure accommodations and activities meet high standards.

- Collaborate with the event team to ensure guests' lodging accommodations are arranged promptly and deliver an exceptional guest experience.
- Develop lodging programs, specials, and incentives to attract guests and increase occupancy.
- Plan and execute lodging activities for guests. (movie nights, bonfires, hayrack rides etc.)

Sales Support and Program Development

- Collaborate with the Director of Sales and Events to identify and implement opportunities to enhance guest experiences, ensuring that all lodging and reservation services align with the park's mission of conservation, education, and recreation.
- Collaborate with the Director of Sales and Events to utilize metrics and key performance indicators to evaluate departmental performance.
- Promote Park activities, events, and lodging options to guests to encourage extended stays and repeat visits.
- Analyze market trends and guest feedback to develop strategies that optimize both guest satisfaction and revenue growth.
- Attend and participate in professional development by attending conferences, seminars, workshops, and staying abreast of the latest trends and innovations.

Operational Oversight

- Conduct pre-arrival inspections of lodging units to ensure perfection and readiness.
- Collaborate with housekeeping and maintenance teams to uphold cleanliness, safety, and comfort standards, occasionally assisting as needed.
- Monitor and maintain informational materials, ensuring accuracy and availability for guests.
- Conduct regular checks of lodging grounds and facilities to ensure a safe and welcoming environment.
- Conduct inventory to ensure all lodging units are furnished with the appropriate items.
- Maintain detailed records of reservations, guest interactions, and operational updates.
- Provide regular reports to the Director of Sales and Events on key metrics and challenges,
- Contribute to team meetings and discussions aimed at enhancing park services and programs.
- Responds to concerns and/or complaints from the public regarding the lodging operations to ensure all items are resolved properly.
- Work closely with other departments, including events, recreation, and education to ensure seamless guest services.

- Participate in team meetings to share insights and contribute to improving park operations.
- Assist with event setup, light housekeeping as needed to support park operations.
- Other duties as assigned.

QUALIFICATIONS:

Knowledge, Skills, and Abilities

- High School Diploma or equivalent
- At least 3 years of experience in hospitality, hotel, or vacation rental management.
- Effective communication skills, both written and verbal, with proficiency in Microsoft Office and POS systems.
- Excellent organizational skills and a keen attention to detail.
- Positive, problem-solving attitude and ability to multitask in a fast-paced environment.
- Willingness to work evenings, weekends, and holidays as needed.
- Exceptional guest service and concierge abilities.
- Proven ability to manage diverse guest needs in a recreational, educational, and conservation-focused environment.
- Strong multitasking and problem-solving skills.
- Attention to detail and ability to uphold high standards of cleanliness, safety, and operational efficiency.
- Effective communication and collaboration across departments.
- Ability to develop and implement lodging programs and initiatives.