



QUILEUTE TRIBAL ENTERPRISES

HUMAN RESOURCES DEPT.

P.O. Box 67, La Push, WA 98350

(360) 640-5613

Position: Customer Service Manager

Supervisor: Resort Manager

Location: Quileute Oceanside Resort Property

Positions Available: Full Time (2)

Shift Availability: 1 AM Shift Position & 1 PM Shift Position

Salary: DOQ/E

POSITION SUMMARY:

The Resort Customer Service Manager is responsible for overseeing guest services, reservation operations, and customer service staff to ensure a professional, welcoming, and consistent resort experience. This position provides leadership to staff, manages reservation and guest service procedures, addresses escalated guest concerns and grievances, and works closely with other departments to support efficient resort operations. The Manager is expected to maintain high standards of customer service while ensuring staff accountability, accurate reservation practices, and consistent application of resort policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversee daily guest service and reservation operations, ensuring guests receive professional, timely, and consistent service throughout their experience with the resort.
- Supervise, train, and support staff, including providing ongoing coaching, performance feedback, and accountability for established expectations.
- Manage reservation activities, including new bookings, modifications, cancellations, reservation placement, special requests, and resolution of complex or conflicting reservation situations.
- Serve as the primary management contact for escalated guest complaints, grievances, disputes, and service concerns, working toward appropriate resolutions while maintaining resort policies and standards.
- Coordinate with housekeeping, maintenance, management, and other resort departments to address guest needs, accommodation readiness, service concerns, and operational issues.
- Monitor guest feedback, reservation activity, employee performance, and recurring service concerns to identify opportunities for improved procedures, training, and overall guest satisfaction.
- Ensure accurate documentation and appropriate communication of significant guest concerns, reservation issues, incidents, resolutions, and other matters requiring management awareness.
- Promote a professional, respectful, and team-oriented work environment while ensuring employees follow established workplace expectations and procedures.
- Support overall resort operations by responding to changing operational needs, assisting with implementation of new procedures or systems, and performing other related management duties as assigned.

REQUIREMENTS:

- High school diploma or equivalent.
- Valid driver's license and ability to maintain driving eligibility as required for the position.
- Previous customer service, hospitality, lodging, reservations, or related guest-service experience.
- Previous supervisory, lead, or management experience.
- Strong leadership, communication, organizational, and customer service skills.
- Demonstrated ability to manage employees, resolve conflicts, address guest concerns, and make sound decisions in a professional manner.
- Strong attention to detail with the ability to manage multiple priorities in a fast-paced environment.
- Ability to learn and effectively use reservation, property management, scheduling, and standard office computer systems.
- Ability to maintain confidentiality and exercise professionalism when handling sensitive guest, employee, and business matters.
- Ability to work collaboratively with employees and management
- Ability to maintain a flexible schedule, including evenings, weekends, holidays, and other periods based on operational needs.

PREFERRED QUALIFICATIONS:

- Two or more years of hospitality, resort, hotel, lodging, or related customer service experience.
- Previous supervisory or management experience in a hospitality or guest-service environment.
- Experience overseeing reservations, front-office, or customer service operations.
- Experience with hotel, resort, property-management, or reservation software.
- Experience handling escalated guest concerns, complaints, and service recovery.
- Experience training, coaching, and evaluating employees.
- Experience developing or improving customer service and operational procedures.

GENERAL INFORMATION:

The statements contained herein reflect the general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.

Indian preference will apply. If applicants have equal qualifications, preference will be given first to a Quileute Indian applicant and then to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.

HOW TO APPLY: Send the Application Package to the address listed below.

Applications can be downloaded at www.quileutenation.org/job-openings/

Via email: qte.hr@quileutetribe.com

-OR-

**The Quileute Tribal Enterprise
Human Resources Department
P.O. Box 67
La Push, Washington 98350**

Ensure your application contains:

1. Quileute Tribal Application (**REQUIRED**)
2. Cover Letter (**REQUIRED**)
3. Resume (**REQUIRED**)
4. Tribal Enrollment Verification (**REQUIRED, if applicable**)
5. Driver's License (**REQUIRED**)
6. Diploma/Transcripts(s) High School/GED, College (**REQUIRED**)
7. Certification(s)
8. Credentials (if required)
9. Writing Sample(s) (if required)

NOTE: Incomplete applications will not be considered.