



Storied Management LLC – an affiliate of Storied Development, LLC, an established development, marketing and sales organization with private club communities throughout the continental U.S., Hawaii, the Caribbean and Mexico – is seeking a Lodgekeeper for its luxury, private residential, mountain golf and ski community in Park City, Utah – Talisker Club.

Talisker Club is an incomparable collection of two distinct venues – landmark ski-in/ski-out at Empire Pass in Deer Valley and a Signature Mark O’Meara championship golf course, residential community with a full complement of family amenities at Tuhaye. It is situated in Utah’s Wasatch mountain range, from the slopes of the Deer Valley® Resort to the valleys surrounding the Jordanelle Reservoir.

Providing the best in Rocky Mountain living, Talisker Club features an exclusive, one-of-a-kind private club membership with distinctive amenities and outdoor activities from on- mountain, ski-in/ski-out club facilities, signature, championship golf, state-of-the-art spa and fitness centers, water sports and family-oriented programming.

For more information, please visit Talisker Club – www.TaliskerClub.com

JOB TITLE: Tower Residence Lodgekeeper

REPORTS TO: Director of Property Management

FLSA/ STATUS: Exempt/Salary – Full Time, Year Round

PURPOSE OF POSITION: To ensure owner, owner guests and renters and employee satisfaction at the Tower Residences. To achieve budgeted profitability by adhering to Storied Management LLC’s Service and Safety Standards and exercise fiscal responsibility and sound management practices. Act as a liaison and full-time ambassador to ensure a sense of community for owners, guests, and staff members.

JOB DUTIES AND RESPONSIBILITIES:

- Act as host to owners and in house guests/renters by fulfilling needs and answering questions and always provide excellent service.
- Provide owners/guests with a wide variety of services and assist with any needs or requests in a timely manner all the while providing excellent service.
- Assure that owners are familiar with services offered during their stay on property and outside of their stay.
- Work directly with outside concierge service vendors as needed. Maintain good and positive relationships with all.
- Code any invoices as directed by Director in a timely manner and other tasks accounting functions assigned.
- Be familiar with the rental property program offered to owners and amenities for renters use.

- Maintain complete inventory of:
 1. Unit owners' name/ number/family members
 2. Inventory of parking spaces
 3. Inventory of Storage space.
- Responsible for the cleanliness of all inside common areas, including but not limited to hallways, garage(s), elevators, stairways etc.
- Assure that walkways and paths are cleared of snow and debris. Shovel snow from owner patios as needed.
- Responsibilities for maintenance and cleaning tasks fall on this position, when this is not possible, liaison with other club departments for support.
- Work closely with Member Services to assure requests are being fulfilled as requested by owners.
- Foster a spirit of teamwork and cooperation with all departments.
- Serve as a primary point of contact for owners to alert the HOA management of problems, complaints, infractions of rules, and suggestions of improvements at Tower Residences.
- Be familiar with the physical structural of the building and systems, especially related to fire safety and report any concerns to the Director of Facilities.
- Demonstrate proactive resolution with urgency, respect and empathy. Document problems and resolutions and respond promptly to all owner and other's requests.
- Provide oversight related to all building management and maintenance issues, monitoring of maintenance projects to completion prior to owner or owner guest arrival, including working with sub-contractors.
- Daily inspection of the property and physical assets.
- Attend association board meetings and annual meetings as required.
- As directed, assist with producing a monthly or quarterly newsletter and send newsletters to all owners.
- Act as a resource on information pertaining to Park City, Salt Lake and Utah in general.
- Gather brochures and information that can be provided to occupants as a resource. Examples of this information may include Talisker Club Calendars, the vacation planner for Deer Valley, Park City Mountain Resort, and the Canyons, information on the Utah Olympic Park, Park City Visitors guide, information on the Salt Lake Valley and the Utah Office of Tourism's visitor's guide
- Facilitate by e-mail, social media, and other means, including occasional social gatherings, a sense of community among owners.
- "Off Season" complete other tasks or assignments as directed by the Property Management Director.
- Other duties as assigned.

SPECIFIC JOB REQUIREMENTS:

- Minimum of two years management experience in the hospitality industry.
- Lodgekeeper is required to live on property full time/year-round.
- A one-bedroom residence is provided to the Lodgekeeper complimentary, including all utilities.
- Vacation and time off will be limited to May through November unless on an emergency basis.
- Must be computer-literate and have a working knowledge of Word and Excel.

- Possess strong interpersonal verbal and written communication skills and the ability to develop professional relationships with Association members, homeowners, homeowner's guests and staff.
- Possess tremendous patience and understanding, superior problem-solving skills and have a great sense of humor and professional demeanor.
- Must be able to multi-task, be organized, and prioritize effectively.
- Facilities Management – management of luxury condominium facilities, including oversight of the physical plant with attention to protection of the investment and plans to increase its value through superior care. see notes above on facilities would remove that part.
- Ensure the preventative maintenance program is carried out accordingly.
- Must be able to lift 30 lbs., carry luggage and have a valid Utah Driver's License.

ESSENTIAL SKILLS:

- Ability to ascertain owners'/employees' needs and comply with such to ensure their satisfaction.
- Ability to focus attention on owners' needs, remaining calm and courteous.
- Ability to focus on detail.
- Ability to think clearly, quickly, maintaining concentration and making conscious decisions.
- Ability to prioritize, organize and follow up.
- Ability to work without supervision.
- Ability to maintain confidentiality of all owners' information and pertinent Residence data.
- Ability to ensure security of owner's unit access.
- Ability to work well under the pressure of processes multiple tasks within any given period.
- Ability to work with constant interruptions and maintain calm and professional.
- Ability to analyze and resolve problems exercising good judgment.
- Ability to work flexible hours, including weekends, holidays, and evenings if necessary.
- Must have a professional image and personality exuding confidence and leadership skills.
- Must possess high persuasion skills and strong relationship and interdepartmental team building skills.

WAGE AND BENEFITS:

- Wage is open and commensurate with qualifications and experience.
- Lodging supplemented 100% by the company, including utilities.
- The Club offers an all-inclusive benefit package, including medical, dental, vision, life insurance, STD, LTD coverages, supplemental insurance, vacation and PTO time, and holiday trade hours.
- Employee meals.
- Ski Privileges.
- Golf Privileges.
- Discounts on retail and other items.
- Discounts at Courchevel Bistro.
- 401k plan.
- Wide range of employee recognition programs.
- Discretionary Bonuses.

Individuals who meet or exceed the established criteria as detailed in this posting are encouraged to send their cover letter and resume to dkeele@taliskerclub.com.

Note: Please include in the subject line: Lodgekeeper