

Director of Guest Services

Job Location

North Carolina, East Coast, US

Description

A premier luxury resort in North Carolina is seeking a **Director of Guest Services** to lead the front-facing guest experience across the property. The ideal candidate is has a strong background in luxury resort operations, team leadership, and personalized guest recognition. This is a compelling opportunity to shape and elevate the guest journey at a leading luxury resort in North Carolina. Reach out for more information about this exciting opportunity.

Responsibilities

- Polished hospitality professional
- highly engaged and visible leader who brings warmth, professionalism, and sound operational judgment to a fast-paced luxury environment
- setting the tone of arrival, stay, and departure experiences while overseeing key guest-services functions

Qualifications

- Experience in a **luxury resort, hotel, or private-club environment**
- Proven leadership in **guest services, front office, concierge, or rooms operations**
- Exceptional interpersonal, communication, and problem-solving abilities
- Strong commitment to **personalized service and guest recognition**
- Ability to train, motivate, and develop guest-facing teams
- A poised and professional leadership presence in a high-touch setting
- Current U.S. work authorization required

Job Benefits

- Compensation and benefits package to be discussed by phone or email

Contacts

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