

Guest Experience Manager



Island Creek Oysters (ICO), headquartered in Duxbury, MA, is a mission-based brand engaged in promoting the development of aquaculture's role in our food systems—locally and globally. We grow thriving coastal communities. Through innovation and education, we create opportunities to connect people with boundary-pushing seafood products. We live by our core values. We work hard and have fun doing it. We believe in what we do. We say thank you. We don't take ourselves too seriously. We aspire to make Duxbury proud in all we do and we hold true to the idea that everybody wins.

Pros Only is the hospitality arm of Island Creek Oysters, building and creating guest experiences across two restaurants, retail store and catering. The Raw Bar at Island Creek Oyster Farm, a beautiful scenic raw bar on Duxbury Bay. ICO also operates The Winsor House. This restaurant team works with world-class seafood, local purveyors and the ICO team to create a one of a kind restaurant.

This position is in charge of executing annual ICO Farm Tours and creating and executing custom guest experiences across the ICO property in Duxbury. This must be done with the highest level of hospitality, customer service, quality and application to restaurant operations. This position combines administrative work, event planning, coordination with restaurant teams and execution of guest experiences. ICO Guest experiences bring to life the working oyster farm experience, supported by world class food & beverage.

The Guest Experience Manager reports directly to the Director of Hospitality.

ROLE:

- Manage farm tours: guest experience, line management of all farm tour personnel
- Help concept and build out additional farm tour options outside of existing model, to include individual slots, seasonal versions, corporate farm tours
- Coordinate and prepare back end product needs for all farm tours
- General customer service as it relates to farm tours and all onsite events
- Plan daily, weekly and seasonal programming specific to Raw Bar & Winsor House locations
- Create and coordinate guest experiences unique to the Duxbury campus that showcase the ICO mission and business channels
- Serve as main point of contact for all on site activations, managing logistics working in concert with WH & RB management staff
- Be the driving force for new collaborations / get to know the industry & scene, seek out cool possible chef/brand/media collabs for onsite experiences

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- Work with Marketing Dept to develop email and social content for promotion of all onsite programming
- Work with Bev Guy to develop beer & liquor events, tap takeovers, etc.
- Coordinate between ICO operations, bookkeeping, seasonal farm tour guides
- Support Raw Bar & Winsor House in service as needed, for event/experience programming and beyond
- Regular coordination with Direct to Chef Sales team for industry events & industry tour requests
- Contribute constructively and demonstrably to ICO culture and team
- Spread the ICO gospel through first-hand interactions by being enthusiastic, professional, and passionate

REQUIREMENTS:

- Strong interpersonal skills
- Sense of hospitality and restaurant experience appreciated
- Creative event conception and planning mind set
- Comfortable speaking publicly and guiding guests on ICO experiences
- Strong written and verbal communication skills
- A willingness to do whatever it takes to accomplish the job at hand
- Highest level attention to detail
- Ability to work independently and initiate productivity
- Ability to prioritize/manage a variety of different tasks

METRICS:

- Achieve sales goal for farm tours
- 95% positive guest experience on exit surveys for farm tour guests
- Channel farm tour guests to other on-site ICO outlets like the Raw Bar & WH
- Execute a full calendar of non-tour programming as determined by Dir of Hospitality

TO APPLY:

Please email resumé and cover letter to jobs@islandcreekoysters.com with **"Guest Experiences Manager"** as the subject line.