

Position: *Front Desk Agent (Seasonal)*

Department:

Reporting to:

Salary: \$14.00/hr

Summary:

As a Front Desk Agent, your core responsibility is to provide exceptional guest service focusing on enthusiastic and efficient communication.

Duties and Responsibilities Include:

- Greet all guests in a friendly, helpful manner.
- Co-ordinate with Front Desk on to-days call a heads.
- Contact past groups and sell future reservations.
- Process phone, email and internet reservations.
- Process owner reservations / requests.
- Aide in set rates / packages.
- Process wholesale and travel agent reservations.
- Aide in training Guest Reception Agents.
- Be familiar with all facilities and services within the Hotel and offer general information to guests.
- Assist with desk coverage during meal breaks.
- Answer the switchboard and direct calls in a proficient, courteous manner.
- Keep the front desk and back office clean and free of clutter and garbage.
- Other duties as requested.

Position Requirements:

- Strong customer service background.
- Eye for detail and follow through.
- Ability to maintain professionalism under pressure.
- Basic computer knowledge.
- Minimum High School Diploma.
- Preference given to those with direct Hotel Front Desk experience.
- Preference given to candidates with Post Secondary education in the Hospitality field.
- Previous experience on a RDP computer system and quarter shares (asset).
- Knowledge of resort and surrounding area.
- Flexible to work different schedules.
- Positive attitude and willingness to learn in a team environment.