

Position: Front Office Manager

Department: Front Office

Reporting to: General Manager

Job Description:

- Ensure the smooth daily operation of all Front Office and Marine Operations.
- Ensure all guest complaints and issues are resolved personally.
- Train all new recruits and oversee the continued development of senior staff.
- Manage staff performance and perform employee performance reviews.
- Continually monitor, enforce, and develop new front line procedures and policies.
- Establish & maintain good working relationships between Front Office and all hotel departments ensuring solid interdepartmental communication and cooperation.
- Liaise with all third party travel agents ensuring the accuracy of commissions and billing.
- Liaise with maintenance ensuring all maintenance issues have been reported and completed.
- Liaise with sales and marketing departments to facilitate group bookings and VIP arrangements.
- Maintain constant communication between the front office and the off-site reservations call center.
- Responsible for implementing and maintaining adequate key control procedures.
- Ensure all guest requests and reservations are completed to guest satisfaction.
- Maintain and ensure all rates are accurate on all booking mediums.
- Attend and participate in hotel management meetings.
- Prepare Front Office schedule and ensure appropriate staffing daily.
- Perform daily audit reviews and maintain communication with accounting to ensure all departments are performing their audits correctly and efficiently.
- Reconcile guest folios and ensure billing is accurate, follow up and correct inaccuracies.
- Ensure bi-weekly payroll summaries are correct, completed, and submitted to accounting for all departments.
- Exceptional problem solving skills and attention to detail.

Requirements:

- 4 years office experience, 2 of which in a supervisory position.
- 1 year accounting or audit experience.
- Undergraduate degree, preference will be given to those with higher education.
- Previous hospitality experience an asset.
- Worksafe BC issued Occupational First Aid Level 1.
- Technical experience configuring and maintaining InnQuest software.
- Long term living accommodation on Pender Island, staff accommodation is not available for this position.