



JOB POSTING

Position Title: **Manager on Duty**
Department: **Hotel**
Salary: **DOQ**
Posting Dates: **Closing 02/01/2017 Internal/External**

Position Summary: Responsible for the smooth and efficient operation of the Hotel and Cabins in the absence of the Hotel Director, Front Desk Manager, and Housekeeping Manager. Oversees the Front Desk Clerks and Pool Attendants.

Essential Job Functions: *The list that follows is not intended to be comprehensive: it is intended to provide a representative summary of the major duties and responsibilities. Employee will be required to follow any other job-related instructions and to perform any other duties requested by his or her supervisor.*

- Provides supervision and guidance to the Front Desk Clerks and Pool Attendants.
- Responsible for training of the Front Desk Clerks and Pool Attendants in all aspects of their job and customer service skills.
- Responsible for handling guest complaints in a timely and efficient manner.
- Ensures phones are answered promptly and check-in/check-out process runs smoothly.
- Ensures Pool area is properly staffed, maintained, and stocked.
- Ensures efficient and courteous customer service to all Hotel guests.
- Ensures all cash drawers have the correct amount of money per policy.
- Verifies all cash drawers, change banks and vault deposits for accurate accounting of all cash and balancing of shift receipts.
- Responsible for ensuring daily card checks are completed for hotel property.
- Assists the Front Desk Clerks with reservations from the 1-800 phone line.
- Documents and informs Front Desk Manager of incidences that occur during shift.
- Will conduct hotel property checks and view security monitors for incidents.
- Will cross-train for and be available to work on all shifts.

Supervisory Responsibilities:

- Responsible for direct supervision of Front Desk Clerks and Pool Attendants.
- Will supervise Houseman when Housekeeping Manager is not available.

Job Requirements:

Education, Experience, and Certifications:

- High School diploma or GED.
- One or more years of Hotel Front Desk experience.
- Must be able to pass background investigation.

Knowledge and Skills:

- Strong communication, management, analytical, math, and writing skills.
- Proficient in database management, word processing and spreadsheet applications.
- Must be flexible and have well-developed interpersonal skills.

EMPLOYMENT STATUS:

This is full-time, non-exempt position with full benefits. Submit application to the Spirit Lake Casino & Resort Human Resources Department, 7889 Hwy. 57, St. Michael, ND 58370, Phone (701) 766-4747, Fax (701) 766-1509. Native American preference applies.

