



## JOB DESCRIPTION

**POSITION TITLE:** Front Desk Manager  
**DEPARTMENT:** Hotel  
**SALARY:** DOQ  
**POSTING DATES:** 04/30/2021-05/14/2021

**Position Summary:** The Front Desk Manager is responsible for the overall operation of the hotel front desk area which includes the front desk and business center.

**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.*

- Responsible for providing quality service to all guests in an efficient, courteous and professional manner.
- Ensures hotel reservations and associated transactions are entered in the system properly.
- Ensures front desk area personnel are trained properly and accordingly on the functions of the front desk and sales techniques to assure profit through revenue.
- Communicates with Group Sales on incoming bus tours, meetings and events.
- Prepares front desk personnel schedules using the room reservation forecast as a guide in number of hours scheduled.
- Ensures guest complaints are handled in a prompt and courteous manner.
- Responsible for maintaining the business center.
- Enforces all policy and procedures in relation to the front desk.
- Responsible for ordering supplies for the front desk area.
- Assists Hotel Director in all hotel accounting functions in relation to the front desk.
- Maintains files for employees, incidents, damages, shift reports.
- Maintains documentation and balances for the no rent list.
- Assigns and maintains log for employee lockers.

**Supervisory Responsibilities:**

- Responsible for direct supervision of Manager on Duty.
- Indirectly responsible for supervision of Front Desk Clerks.
- Responsible for all hotel employees in the absence of Hotel Director and Managers

**Job Requirements:**

**Education, Experience, and Certifications:**

- High School diploma or GED with some college.
- One or more years of Hotel Front Desk experience preferred.
- Must be able to pass pre-employment drug test and background investigation.
- Must have Driver's License.

**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.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in an office environment.
- May be subject to repetitive motion such as typing, data entry, and vision to monitor.
- Must be able to stand for long periods of time.

**EMPLOYMENT STATUS:**

Permanent, Full-Time Salary. Includes full benefits, health insurance, life insurance, 401 K Plan and personal time off. Native American Preference applies.

