

WorkBC Employment Services – Job Posting

FRONT OFFICE MANAGER

Area of Relevancy	;#Sea to Sky;#
Company / Employer	Whistler Personnel Solutions
City of the Job	Whistler
Address of the Job	
Job Type	;#Full Time;#Permanent;#year-round with some potential of a flexible schedule;#
Availability Requirements	;#Some evenings and weekends are required;#
Level / Salary Range	
Years of Experience	3-5 years
Position Area	Management
Date Job Posted	11/19/2018 12:00:00 AM
Application Deadline	12/19/2018 12:00:00 AM
Contact Name	Jacki
Contact Phone Number	
Contact Email	<a href="mailto:talent@whistler-jobs.com">talent@whistler-jobs.com</a>
How to Apply	TO APPLY: <a href="http://www.whistler-jobs.com/front-office-manager">www.whistler-jobs.com/front-office-manager</a> Applications received via email will be redirected to the website
Job Description	<p>Take the next step in your management career with this progressive and well-established company as their Front Office Manager. Ideally suited for a guest services and administrative professional who is dedicated to superior service and is looking to lead their own team. Working within a company that prides itself on its long-term employees and commitment to success. Competitive salary and generous benefits package including RRSP match, Ski / Rec Pass and extended health.</p> <p><b>Responsibilities Include:</b></p> <ul style="list-style-type: none"> <li>- Insure that all calls are answered, all reservations made correctly, and that staff are always present to meet the needs of our guests</li> <li>- Assists guests in a friendly, efficient, professional manner in all guest services related functions and ensure that all staff do the same.</li> <li>- Maintains a high standard of quality service and hospitality.</li> <li>- Ensure all front office activities are carried out professionally, to standards and at the highest level of service.</li> <li>- Achieve desired outcomes through the creation, development and maintenance of a competent, motivated and empowered staff.</li> </ul>

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	<ul style="list-style-type: none"> <li>- Effectively train, coach, motivate, engage and provide feedback to the front office staff on a daily basis.</li> <li>- Inspect work performed to ensure that it meets specifications and established standards.</li> <li>- Investigate complaints about service and equipment, and take corrective action and resolution.</li> <li>- Coordinate activities with other departments to ensure that services are provided in an efficient and timely manner.</li> <li>- Evaluate employee performance and recommend personnel actions such as promotions, transfers and dismissals.</li> <li>- Confer with staff in order to resolve performance and personnel problems and to discuss company policies.</li> <li>- Recommend and implement new operational standards and procedures for the department.</li> <li>- Recommend changes that could improve service and increase operational efficiency.</li> <li>- Screen job applicants and hire new employees, on-boarding and training new employees, supervision and discipline of all Front Office staff so they maintain the desired level of guest service in keeping with service standards.</li> <li>- Ensure that all contact with guests are handled in a friendly and professional manner.</li> </ul>
<p><b>Accessibility</b></p>	
<p><b>Desired Qualifications and Experience</b></p>	<p><b><i>The Perfect Candidate:</i></b></p> <ul style="list-style-type: none"> <li>- Minimum three years’ experience in hotel operations with some supervisory experience in a busy property.</li> <li>- Must be strong administrator, highly organized and good at multi-tasking.</li> <li>- Excellent leadership, training and communication skills.</li> <li>- Cool headed thinker able to remain calm in stressful situations.</li> <li>- Strong computer skills with proficiency in outlook and excel.</li> <li>- Must be available to work a variety of shifts including weekends, evenings and holidays.</li> <li>- Must be fluent in spoken and written English, additional languages are an asset.</li> </ul> <p><b><i>Additional Information: About the Role:</i></b></p> <ul style="list-style-type: none"> <li>- Full-time, year-round with some potential of a flexible schedule.</li> <li>- Some evenings and weekends are required.</li> <li>- Competitive base salary for the right candidate with strong qualifications and experience.</li> <li>- Generous benefits package, including Ski/ Rec Pass, extended health, RRSP match plus many perks.</li> </ul>
<p><b>Opportunity Type</b></p>	<p>?</p>