

Job Title: Front Desk Manager

Department: Front Desk/Billeting
Reports to: General Manager
FLSA Status: Non-Exempt
Age Requirement: 21+
Workweek: Fluctuating days, hours, weekends, holidays
Effective Date: January 2024



Job Description

Summary

The **Front Desk Manager** coordinates all front desk activities, including calls, reservations and guest services. The Front Desk Manager combines a pleasant personality with a dynamic professional attitude to supervise and lead our team. He/she can deal efficiently with complaints and has a solid customer service approach. Ultimately, the Front Desk Manager ensures that a professional and friendly service is provided to our guests by all Front Desk Agents.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Responsible for communicating changes of occupancy to other department managers in an efficient and timely manner to increase CDEC's effectiveness in managing payroll and other expenses.

Greet, register, assign rooms and issue keys to guests.

Answer phone in a polite and timely manner.

Transmit and receive telephone messages.

Answer inquiries pertaining to hotel services; registration of guests; and shopping, dining, entertainment, and travel directions.

Make and confirms reservations.

Monitor GROUP email and complete any group requests submitted by Post Operations.

File GROUP requests for future reference.

Keep records of room availability and guests' accounts.

Monitor cameras

Submit work orders.

Maintain key and equipment log.

Compute bill, collects payment, and makes change for guests.

Count cash drawer at the beginning and end of his/her shift.

Complete end of shift paperwork and verifies all payments and receipts.

Prepare deposit for any cash payments collected during his/her shift.

Attend meetings as required.

Prepare weekly arrival and departure report.

Contact groups for due-ins and roster.

Prepare employee schedule.

Monitor MIPR /AR payments.

Complete monthly paperwork required by accountant and administration.

Be familiar with all task required for each shift.

In conjunction with the Executive Director, develop/produce written procedures for existing and new processes as it pertains to Front Desk operations.

Maximize use of RDP, or other applicable software, by participating in training events.

Use RDP to communicate to guests all relevant issues and announcements.

Supervisory Responsibilities

Manages the subordinate employees in the Front Desk/Billeting department. Is responsible for the overall direction, coordination, and evaluation of these units. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data.

Continuous Learning - Seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner.

Project Management - Coordinates projects; communicates changes and progress; completes projects on time and budget.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed.

Cooperation - Exhibits tact and consideration; offers assistance and support to co-workers; works actively to resolve conflicts.

Managing Customer Focus - Promotes customer focus; establishes customer service standards; monitors customer satisfaction; develops new approaches to meeting customer needs.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.

Written Communication - Writes clearly and informatively; able to read and interpret written information.

Change Management - Communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Performance Coaching - Defines responsibilities and expectations; sets goals and objectives; gives performance feedback; motivates for increased results; recognizes contributions; encourages training and development.

Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.

Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; solicits and applies customer feedback (internal and external); fosters quality focus in others; continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.

Business Acumen - Understands business implications of decisions.

Conflict Resolution - Confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.

Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time.

Adaptability - Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.

Achievement Focus - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time; stays for the duration of scheduled shift.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; presents ideas and information in a manner that gets others' attention.

Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; includes appropriate people in decision-making process.

Planning/Organizing - Uses time efficiently.

Quality - Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Completes work in timely manner.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Computer Skills

To perform this job successfully, an individual should have knowledge of Internet software; Excel Spreadsheet software; Word Processing software; RDP Database software and Merchant Services Accounting software.

Certificates, Licenses, Registrations

On-the-Job training and attend training as required to work for CDEC.
Anti-Terrorism Awareness Certificate. Valid Driver's License when operating CDEC vehicles.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Acknowledgement

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described herein, under any and all conditions as described.

Employee Signature _____

Printed Name _____ Date _____
