

Your company, your values, your career!

FRONT DESK MANAGER TEKARRA LODGE, JASPER, ALBERTA

Our culture is rooted in our values and leadership accountability; and as part of that culture we believe in the growth and development of our Ambassadors. Join us and be a part of an exciting fast paced place to work. As a Front Desk Manager you will lead and maintain Guest Services standards for the Front Office at Tekarra Lodge.

Duties and Responsibilities:

- Creates and implements a departmental plan and measurable objectives for the Front Office that supports the Company's overall strategy, i.e., guest satisfaction scores, room occupancy and revenue optimization targets
- Communicates goals to others, including team members, other Leaders, etc
- Reviews departmental plan and performance on a monthly basis to identify areas for improvement that would contribute to enhanced business performance and to identify opportunities that would support business growth
- Understands what is going on in the operation, forecasts and proactively addresses needs and situations, i.e., maximizing room occupancy and revenue
- Adheres to departmental budgets and prioritizes resource allocations appropriately
- Communicates and monitors company policies and practices and how they relate to the Front Office; establishes and communicates clear objectives, targets, and operational quality standards for the Front Office
- Ensures the department's compliance to relevant legislation and regulations (i.e., WCB, employment standards, collective agreements)
- Manages and oversees the work of others within the Front Office including ongoing management responsibilities such as delegating work flow, motivating and providing guidance to team members, communicating goals, and following up on specific internal/external inquiries for the Front Office
- Provides formal and information recognition to acknowledge the demonstration of excellent performance and/or adherence to the Coast Values; creates opportunities for team celebrations
- Builds a strong team with the capabilities to deliver on the business plan through effective communication and team practices; ensures the team's ongoing development
- Takes responsibility for the attainment of desired ASI results and implements improvements based on feedback
- Identifies potential Leaders from the Front Office team; cultivates high potentials
- Creates an environment that is motivating and engaging
- Resolves guest service issues, and identifies potential barriers to guest services; works with others to remove barriers to service excellence across Coast's operation
- Anticipates and is flexible to the changing needs of guests as special events and circumstances arise
- Maintains an awareness of evolving expectations, trends, and technologies in area of specialty and works to ensure that Coast stays competitive\
- Builds strong relationships with suppliers, vendors and leasing partner to ensure exceptional customer service
- Provides assistance to operations by periodically being on-call for emergencies
- Other duties as assigned by the Hotel Manager

Qualifications & Skill Requirements:

- Diploma in Hospitality or equivalent combination of education and experience
- 2 years of related work experience, plus 2 years of experience leading others
- Excellent communication (written, oral English and listening), and customer service skills
- Ability to lead and motivate others
- Strong problem resolution skills and conflict resolution skills to resolve issues within a functional area
- Excellent knowledge of health and safety regulations
- Excellent interpersonal skills to support the building of strong relationships with diverse groups of people
- Intermediate level in the use of MS Office Suite
- Demonstrates the Coast Core Values at all times

- Experience in discussing performance issues with team members and providing direct and honest feedback when discussing career advancement and leading performance expectations
- Aware of and understands how all areas of the business interact and how own area impacts and is impacted by other areas
- Experience dealing with fast-paced customer-service environments
- Understanding of legislation and regulations (i.e., WCB, employment standards, collective agreement) as they apply to own area
- Ability to speak/understand a second language an asset

Additional information:

- Position begins early May 2018 and run until early October 2018
- Staff Accommodations available
- All positions will receive required training to fulfill duties & responsibilities

Coast Hotels offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

Please submit your resume with cover letter to:
People & Culture Department
Tekarra Lodge
Email: hr.tekarralodge@coasthotels.com

*Coast Hotels is an Equal Opportunity Employer
Coast Hotels would like to thank all interested applicants.
Only those selected for an interview will be contacted.
Join us and be part of an exciting place to work!*