

WORK HARD

PLAY HARDER

FRONT OFFICE REPRESENTATIVE

DEPARTMENT: Front Desk, Lodging

REPORTS TO: Front Office Supervisor

CLASSIFICATION: Full Time Seasonal

Front Office Representatives are the first point of contact for our lodging guests and the check in experience often sets the tone for a guest's stay. It is the vision of the front desk and the entire resort to create the best memories for our guests by continually exceeding their expectations. The Front office also acts as the "hub" of information for the resort, servicing both internal and external requests knowledgeably and efficiently. The Front Office provides employees with a fast paced, professional and service oriented environment.

PRIMARY RESPONSIBILITIES

- Professional and personalized interaction with guests throughout the check-in/check-out process
- Take ownership of the guest's entire stay at Blue Mountain
- Act as a main point of information for resort guests and internal customers
- Handle guest and internal resort inquires
- Accept payment from guests
- Answer phones in a professional and friendly manner
- General administrative duties
- Mailing out of guest receipts

QUALIFICATIONS

- Ability to display exceptional customer service skills
- Strong organizational skills
- Excellent interpersonal and communication skills
- Two years Front Desk or related experience or College diploma/University degree
- Experience handling money
- Intermediate to advanced computer knowledge required
- Focus on self learning and development
- Team oriented with an energetic, friendly, cheerful and animated demeanor
- Available to work weekends, evenings and holidays

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