



JOB POSTING

Date of Notice: January 28, 2019

Position Title: **FRONT OFFICE MANAGER**

Job Location: Bandon Dunes Golf Resort

Position Reports To: Director of Rooms

Application Closing Date: Until Filled

Send Application To: Attn: Human Resources
Bandon Dunes Golf Resort
57744 Round Lake Rd. Bandon, OR 97411
Fax: (541) 347-5850
jobs@bandondunesgolf.com

POSITION SUMMARY:

Direct the administration of all front-desk agents, massage therapists, and security services for the facility. Ensure the highest standards of service, safety, comfort and aesthetics, and direct all department activities, projects, and programs. Manage department personnel, plan and schedule work activities and provide appropriate leadership and guidance in accord with Company culture and policies.

QUALIFICATIONS: EDUCATION, KNOWLEDGE, TRAINING, & WORK EXPERIENCE

- High School Diploma or equivalent required; Associates or Bachelor's degree preferred
- Minimum of five (5) years supervisory experience – preferably in a resort/hospitality environment.
- Must possess a thorough knowledge of all front office operations
- Proficient in PMS system and strong computer knowledge
- Ability to give and take instruction.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/overnight /weekends and Holidays.
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- Demonstrated quality written, verbal, interpersonal communication skills.
- Excellent people skills, positive attitude, professional manner and appearance in all situations.

ESSENTIAL FUNCTIONS:

- Manage the Front Office operations to achieve customer satisfaction, quality service and compliance with resort policies and procedures.
- Develop and implement the annual operating budget for various departments.



- Manage employment activities for applicable staff members including hiring, performance evaluations, training, compensation, payroll preparation, discipline and termination, etc. in compliance with Company human resources policies and procedures.
- Ensure that the arrival, departure, and all other guest contact are conducted in an efficient and friendly manner.
- Ensure efficient guest registration, checkout, guest service, and telephone service, while ensuring all standards are being applied in a friendly and proactive manner.
- Develop departmental operating procedures and productivity & quality standards for all departments, ensuring compliance with Company policies and guidelines.
- Provide guests with all pertinent information regarding resort policies.
- Promote resort amenities to guests in order to maximize resort revenue.
- Provide friendly, positive, up-beat and hospitable service at all times. Publicly support all resort policies while ensuring that all front desk staff are in compliance.
- Oversee the Guest Appreciation Program (GAP), communicating and ensuring the process is efficient and accurate.
- Assist guests with golf and hotel reservations over the phone and/or in person as needed.
- Interview, hire, train, develop, resolve problems, provide open communication and recommend appropriate disciplinary measures of staff members.
- Oversee shift closures and verify that all the essential duties of a shift closure have been successfully completed.
- Interact positively with customers and take action to resolve problems to maintain a high level of customer satisfaction and quality.
- Encourage and build mutual trust, respect, and cooperation among team members.
- Assist guests and accounting in researching all disputed charges
- Display courtesy and professionalism in all contacts, and manage difficult or sensitive situations effectively.
- Demonstrate a calm and professional manner under the pressure of shifting priorities.
- Perform additional tasks as assigned by management.

Candidates interested in applying for this position must meet the minimum qualifications for the position.

To apply, please send a completed application to the address shown above prior to the closing date.

Complete position description available upon request.

Bandon Dunes is an Equal Opportunity Employer