Front Desk Associate

Main Functions:
Working at The Harbourside Motel or Wireless Bay Cottages, Front Desk Associates support the work of the managers and provide customer care to all who call or enter to book reservations.

Reports to:
General Manager – Ashley Miller

Job Duties:
Front Desk Associates perform some or all of the following duties:

- Interact with customers by making phone or email reservations, checking them in and out of the establishment and ensuring their stay is enjoyable.
- Advise customers of all policies and provide information about the town and activities in the area.
- Estimate or quote prices for stays for individuals and groups.
- Prepare sales and accept cash, credit card or automatic debit payment
- Assist the housekeeping staff with laundry when required.
- Maintain a neat and orderly front office and work environment.
- Assist the General Manager and Office Manager with duties when time permits.

Skills Requirements:
Experience is an asset, as are the following specific skills:

- Computer and credit card terminal operation
- Suggestive selling

Essential Skill Requirements:

- Exceptional Customer Service
- Superior oral and written communication
- Ability to work with minimal supervision
- Continuous learning
- Ability to locate and find needed information without direct supervision
- Ability to work with others
- Punctual, meticulous and reliable
- Computer use
- Knowledge of the Tobermory area to answer questions from patrons

Working Conditions:

- Workweeks are 5 or 6 days, Monday – Sunday, 6-12 hours per day, no shifts beginning before 8 am or finishing later than 12:00 am.
- Front Desk Associates are entitled to a ½ hour paid lunch and two 15 minute coffee breaks paid time – but the time this is taken must be flexible.
- Front Desk Associates are frequently exposed to noise and a regular flow of people.
- Front Desk Associates will be assigned changing priorities.
- Front Desk Associates may have the opportunity to work overtime, with paid compensation.
- Must wear Blue Heron Company approved uniform at all times. Please see Policy Handbook for details.
- If you are in a location that has air conditioning, it must be set at 17°C from June 16-September 4 unless otherwise instructed. For dates outside of this, you will be instructed otherwise.
- If there is music playing, there is to be NO profanity – must be on low so as not to interfere with customer conversations.

Agreed & Accepted By:_____ (Name Please Print)

_____ (Signature) Date: _____