

Fort Worden Lifelong Learning Center Public Development Authority

**Front Desk Lead AM and PM**

*Purpose of this position:* As a representative and team member of this property, your ultimate responsibility is to help achieve the property's financial mission, provide attentive, courteous and efficient customer service at all times.

*Scope:* The *position* reports to the Hospitality General Manager. The *position* is responsible the operations of the Front Desk during the specific assigned shift. This position will include working shifts, supervising and assist in training all front office associates and accommodating all guest requests and complaints.

**Responsibilities:**

- Supervise all Front Desk personnel demonstrating high leadership skills, model behavior, and exemplary actions.
- Assist General Manager with any assigned administrative tasks as needed.
- Assist in training and evaluating part-time and on-call front desk associates.
- Ensure high level of guest satisfaction by offering friendly attentive service to everyone.
- Maximize property profitability through effective labor, expense controls and effective selling techniques.
- Ensure proper reservation, check-in and check-out procedures are followed.
- Set up placement of guests in best utilization of accommodations.
- Provide security to our guests, associates and property by adhering to security procedures for guest room keys and master keys.
- Understand all property emergence procedures.
- Report any suspicious activity to management.

*Experience and Education:*

Strong desire to lead and motivate associates, strong judgment and decision making skills. Professionally handle multiple tasks and demands. Attention to detail and follow through are critical. Sincere desire to provide exceptional guest service. Must be able to work a varied schedule including nights, weekends and holidays. Hospitality experience and supervisory experience is preferred for these positions.