



JOB POSTING

Posting Date: February 21st, 2017

Position Title: **FRONT DESK AGENT**

Location: Bandon Dunes Golf Resort

Reports To: Front Office Manager

Closing Date: Until Filled

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

Primary Duties:

- Communicate effectively with guests, management, staff and co-workers.
- Provide guests with all pertinent information regarding hotel policies.
- Must be detail oriented with the ability to multi-task.
- Perform check-in and checkout procedures. Complete check-ins and check-outs in a proactive manner.
- Provide concierge-type service
- Work with service providers, such masseuse and shuttle transportation, to provide amenities for guests.
- Take golf and hotel reservations over the phone and/or in person as required.
- Provide professional friendly, positive, up-beat and hospitable service at all times. Publicly support all hotel policies.
- Ability to reconcile shift banks/financial statements.
- Promote hotel amenities (restaurant and bar) to guest in order to maximize hotel revenue.
- Assist guests with problems and disputed billing concerns.
- Perform additional tasks as assigned by management.

Qualifications:

- High School Diploma or equivalent
- Prefer a working knowledge of Visual One and Golf Pro
- Prefer prior experience in customer service.
- Demonstrated quality written, verbal and interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.
- Positive attitude, professional manner and appearance in all situations.

Candidates interested in applying for this position must meet the minimum qualifications for the position. To apply, please forward a completed application with cover letter and resume prior to the closing date. Complete job description available upon request.

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