



## JOB POSTING

**Posting Date:** May 9<sup>th</sup>, 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](mailto: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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