



JOB POSTING

Posting Date: February 14, 2017
Position Title: **FRONT DESK SUPERVISOR**
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

Essential Duties and Responsibilities:

- Provide guests with all pertinent information regarding resort policies.
- Perform proper check-in and check-out procedures.
- Take golf and hotel reservations over the phone and/or in person as required.
- Provide friendly, positive, up-beat and hospitable service at all times. Publicly support all resort policies while ensuring that all other front desk staff are in compliance.
- Promote resort amenities to guests in order to maximize resort revenue.
- Oversee shift closures and verify that all the essential duties of a shift closure have been successfully completed.
- Ensure that the front desk agents are properly completing check-ins/check-outs, in a proactive manner in support of resort procedures.
- Assist guests and staff with disputed billing situations.
- 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.

Qualifications:

- High School Diploma
- Strong computer skills with Microsoft Word and Excel
- Prefer a working knowledge of Visual One and Golf Pro
- Prefer prior supervisory experience, preferably in the hospitality field.
- 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/weekends and Holidays.
- 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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