GLACIER HOUSE
RESORT

Front Desk Agent – Job Description

Title

Front Desk Agent

Reports To

General Manager/Shift Supervisor

Summary

As the Front Desk Agent you will be the first face guests see when they walk through the doors. You have the opportunity to thrill them with your customer service skills. The Front Desk Agent will be responsible for greeting and registering guests, providing outstanding guest service during their stay, and settling the guest's account upon the completion of their stay. Other duties will include registering guests, making and modifying reservations, acting as hotel operator, and performing concierge duties. The Front Desk Agent must possess a positive and upbeat personality with a desire to deliver outstanding customer service to our guests. The Front Desk Agent must have the ability to multi-task, be detail-oriented, and be able to problem solve in order to effectively deal with internal and external customers.
Compensation: $14.50 - $16 plus booking bonuses

Core Competencies

- Customer Focus approach with an attention to detail
- Communication and teamwork
- Energetic and stress resistant
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

Requirements

- High School Diploma, G.E.D. or equivalent
- 6 months of experience as a Front Desk Agent is an asset
- Experience in customer service and an enthusiastic demeanor
- Ability to analyze and interpret the needs of clients and offer the appropriate options, solutions, and resolutions required within outlined policies
- Experience in conflict resolution, negotiation, and objection handling
- Able to respond quickly in a dynamic and changing environment
- Ability to work as part of a team and independently
- Able to effectively communicate both verbally and in writing