



JOB TITLE Front Desk Agent

LOCATION TOURISTS hotel

EMPLOYMENT CLASSIFICATION Hourly, Non-Exempt, Full-Time and Seasonal Part-time

REPORTS DIRECTLY TO Guest Experience Manager / Front Office Director; Collaborates with: Housekeeping attendants, Maintenance Technicians, F&B staff; Indirectly reports to: General Manager

PAY RATE \$15-16 per hour

TOURISTS WELCOME is a hospitality development & management group based in North Adams, MA delivering memorable experiences by connecting guests with breathtaking nature, timeless leisure, local history, and art and music happenings.

In 2018, we opened TOURISTS, a 46-room flagship hotel modernizing the aesthetic of a classic American motor lodge. The land on which the hotel sits straddles the Hoosic River, revealing a network of walking trails, and forest clearings designed for year-round exploration guided by our on-site Art & Adventure team. In 2019, we opened our second project, The Airport Rooms, an on-site restaurant & cocktail lounge for hotel guests and the community to enjoy.

With an unquenchable interest in the natural history of the region and a goal of providing an economic engine for local employment, TOURISTS WELCOME continues to evolve in and outside of North Adams, with new projects coming soon.

JOB SUMMARY

TOURISTS' goal in all positions is to exceed the expectations of our guests. The Front Desk Agent oversees all front desk activity. This includes checking guests in and out, ensuring all reservations are handled efficiently and accurately, answering calls, anticipating guest needs, and having a confident, pleasant and professional demeanor.

This is a very visible position. All TOURISTS staff are expected to greet all guests in close proximity and make each feel important by providing a genuine welcome. Furthermore, the Front Desk Agent must develop and maintain the company's culture, values and reputation in the public eye, and with all staff, guests, vendors and partners.

Based upon fluctuating demands of the operation, it may be necessary to perform a multitude of different functions not specifically related to this position. The Front Desk Agent may be expected to perform other tasks and duties as needed or as directed. Furthermore, employee responsibilities and job descriptions are subject to review and revision.

RESPONSIBILITIES

- Comply to shift checklists and Standard Operating Procedures (SOPs)
- Oversee all Front Desk activity
 - Check guests in and out in a confident, professional and personalized manner
 - Ensure all Individual and Group/Block reservations are handled efficiently and accurately
 - Ensure all calls are answered in a courteous, professional and efficient manner
 - Provide excellent guest service and hospitality



- Make reservations for guests who call or walk-in for hotel, restaurant, pool, art & adventure, and/or other internal events/departments
- Ensure immediate response is given to any and all guest comments and concerns
 - Maintain accurate Daily Log of notes, concerns, and resolutions
 - Inform immediate supervisor of concerns or complaints
- Clearly communicate with other departments as needed regarding guest requests and/or concerns, repairs, reservation updates, and operational changes
- Maintain a high level of cleanliness and safety in the work area
- Practice safety with all equipment to ensure safe working conditions
- Act as the person of contact for all guest complaints and concerns in the absence of Guest Experience Manager and Hotel General Manager

PERSONAL PERFORMANCE STANDARDS

- Ensure open lines of communication with staff, all departments and upper management at all times via radio, email, log books, meetings, etc., to ensure all needs of the hotel are met
- Attend all relevant meetings and maintain meeting notes
- Adhere to all standards of operations, policies and procedures, manuals, training material, memos and verbal instruction
- Create a respectful and safe work environment
- Maintain on-going professional development
- Maintain an increased awareness of safety issues throughout the property
- Keep abreast of safety and emergency procedures and OSHA requirements

EDUCATION & EXPERIENCE

- Two (2) years related experience in hospitality or service industry
- High School diploma or General Education Degree (GED)

COMPETENCIES

- Must be able to speak, read, write and understand the primary language(s) of the workplace (English)
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
- Ability to communicate in writing or verbally
- Proficiency in Google Suite: Docs, Sheets, etc
- Guest service
- Attention to detail
- Ability to understand computer programs (i.e. Property Management System)
- Ability to apply concepts of math including: addition, subtraction, multiplication, division, algebra and geometry, using whole numbers, common fractions, and decimals.
- Certificates, licenses, and/or identification cards as required by the U.S. Department of Justice to verify employment eligibility.



SECURITY/CONFIDENTIALITY

- Maintain an increased awareness of safety issues
- Ensure all security policies and procedures are observed in areas such as computer security, keys, locks, inventory, property and employee information
- Ensure all financial and employee data is secure and confidentiality of data and related information is maintained

WORKING CONDITIONS/ENVIRONMENT

- The noise level in the work environment is usually moderate
- The person in this position may have to lift up to fifty (50) pounds on a daily basis; anything over fifty (50) pounds is considered a minimum two (2) person lift
- The person having this position may have to sit for one (1) hour, stand and/or walk, push, kneel, bend, balance, squat, reach and stretch for eight (8) hours per day
- Extended time utilizing computer systems and screen time are expected in this position

The work environment characteristics described herein are representative of those an employee typically encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TOURISTS is an EEOC Employer.

**** To begin the application process please [fill out this form](#) ****