

## AVIATOR HOTEL ANCHORAGE

### POSITION: FRONT OFFICE MANAGER

#### Front Office Manager Duties and Responsibilities

- Assign tasks and ensure all staff positions are covered for duration of shift
- Field complaints and address visitor concerns with quality customer-service skills
- Answer phone inquiries, direct calls, and provide basic information
- Oversee and manage support staff, and security guards
- Recruit and train new employees
- Maintain office equipment such as photocopier, fax machine, etc.
- Monitor front desk and ensure all employees comply with all security procedures for visitors
- Oversee mail deliveries, packages, and couriers
- Create, organize, and maintain scheduling for all employees
- Ensure front desk is covered at all times
- Perform bookkeeping, reservations, and clerical duties
- Assist in planning company events, meetings, luncheons, and employee team building activities or special projects as needed.
- Monitor occupancy levels 30/60/90 days out from arrival and advise General Manager and Sales of critical dates so logical rate adjustments can be made or close out dates.
- Coordinate with General Manager and Sales to establish rates.
- Change/add rates, rate codes and packages in PMS System (Room Master)
- Oversee Housekeeping Department operations
- Familiar with Channel Manager functionality (IQWebBook preferred).

#### Front Office Manager Requirements and Qualifications

- High school degree or equivalent; bachelor's degree or certification in management in related field preferred
- Two years previous experience as a front office manager or a related role preferred
- Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel)
- Solid customer-service skills
- Excellent leadership, team building, and management skills
- Encouraging to team and staff; able to mentor and lead
- Excellent verbal and written communication skills
- In-depth understanding of the industry
- Strict adherence to company philosophy/mission statement/sales goals

#### Job Description:

The Aviator Hotel Anchorage located in Anchorage, AK, has an immediate need for a Front

Office Manager. The primary responsibility is to manage the Front Office and to assist the General Manager where needed. You will also be responsible for scheduling and training staff along with coaching and counseling and ensuring the highest levels of guest satisfaction are in compliance with company standards. Resolving customer complaints, anticipating potential problems by reviewing and monitoring complaints, operational issues, business flow and associate performance. Liaise with Front Office staff and Housekeeping to discuss and implement strategies to continually improve customer satisfaction, occupancy levels and revenues. Review and ensure the accuracy of all reservations received from various reservations sources including OTA's.

Interested applicants should have thorough knowledge and understanding of PMS systems (Room Master preferred) hotel policy and procedures. Must have thorough knowledge of all aspects of hotel operations. Strong leadership skills and ability to effectively select, motivate, develop, and retain staff. Ability to manage change effectively with clear, concise written and verbal communication skills. Team building effectiveness with superb organizational skills to include time management, delegation and managing multiple priorities in a fast-paced environment. Good knowledge of computers including Microsoft Office Programs; diplomacy skills and ability to build effective relationships. Ability to walk and stand for hours at a time. Possess drive to create a fun, rewarding and professional work environment. Ability to prepare and analyze data figures and transcriptions prepared on and generated by computer. Must be able to lift 15 pounds occasionally. College Degree preferred or equivalent combination of education and experience.

Compensation is commensurate with experience. Qualified candidates should send resume with salary requirements to the General Manager.

EOE

Requirements:

**Hotel Front Office Management Experience is preferred.**

