

Hotel Front Desk Agent

Department: Lodging
Season: Year Round
Time: Full Time

LOCATION: 4302 Access Rd. Bolton, VT 05477

COME WORK AND PLAY ON THE MOUNTAIN!

We are looking for a year-round front desk staff member to join our team. This position requires some evenings and weekends. Experience in customer service or hospitality is desired, but willingness to learn is the most important. We offer great benefits which include flexible schedule, all access resort passes for you and your family, health and dental, paid time off, and resort discounts on dining, childcare and Kids Camps.

Job Summary: Provides knowledgeable, efficient and friendly service to all lodging guests and prospective guests, to provide a quality stay and positive guest experience.

Essential Functions:

- 1) **Guest Reservations:** Greet customers in a timely manner with a friendly and sincere welcome. Complete guest registration by inputting and retrieving information from a computer system, confirming pertinent information including number of guests and room rate. Code electronic key, close guest accounts at time of check out, determine satisfaction and invite guest back. Understand and follow all company policies and procedures and exceed service expectations.
- 2) **Customer Service:** The Front Desk Agent has continuous customer contact. In addition to in-person interactions, we also experience a high volume of phone calls and inquiries during peak seasons. Promptly answer incoming phone calls, retrieve messages and communicate to our guests in a friendly and professional manner. Check front desk email throughout the shift and respond accordingly. Contact other departments when needed to pass along messages. Direct resort guests to the appropriate areas of the resort.
- 3) **Resort Communication:** We act as a point of contact for both hotel guests as well as day guests. Stay up to date on all resort happenings and events. Communicate with other departments daily through email, phone, and radio. Notify other departments in a timely manner to any changes regarding their department.
- 4) **Resort Systems:** Utilize multiple software systems throughout the day for tasks including: making reservations, printing lift tickets, processing room charges, and communicating with other departments.

NOTE: All Bolton Valley employees are required to perform alternate functions from time to time, both within and outside of their assigned department, particularly during peak periods such as holiday weekends.

Customer Service Expectations: The Front Desk Agent has continuous customer contact. Employee is expected to be courteous and professional in accordance with Bolton's commitment to providing superior customer service.

Qualifications: High School and at least 1 year of customer service required. Hotel, Lodging, Long Term Rentals, Administrative, Front Desk Associate, Sales, Hospitality and Computer skills all desirable!

Required Knowledge and Skills: Good comprehension of what constitutes excellent customer service. Ability to diffuse sometimes difficult customer situations with courtesy and professionalism.

Physical and Mental Demands: Must help guests with luggage, vacuum lobby, assist in housekeeping, and perform similar physical activity, requiring lifting up to 50 lbs. and pushing/pulling, bending, reaching, and squatting.

Work Environment: Work is performed primarily indoors in a climate controlled environment, but sometimes requires outside work in winter to shovel snow from the front steps and fire escapes.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. This is not an exhaustive list of all responsibilities, duties, and skills required. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed.