

Job Description: Assistant Front Office Manager
Department: Front Office
Reports to: Front Office Manager
FLSA Status: Non-Exempt



Position Summary: The Assistant Front Office Manager is responsible for supporting the management and operations of front office and respective staff. The Manager is responsible for lodging operations during their shift, reconciling lodging inventory issues that arise and resolving lodging type conflicts and/or oversells, managing guest's requests, preferences and assisting front line staff in delivering 4-star hotel standards of service. The role maintains a thorough knowledge of The Fort and all its grounds, products, and services as well as awareness of other roles and responsibilities throughout the organization and is responsible for supporting sales initiatives of other services through the front office staff. In addition to maintaining our vision by adhering to our values and management principles, this position must provide the highest level of service to our guests. The Assistant Front Office Manager participates in the Operations Mission by ensuring first impression goals are achieved, enhancing the guest experience, and getting our guests to return. The Assistant Front Office Manager act as Hotel Manager on Duty during their shift and thus are ultimately responsible for maintaining the life safety and emergency response functions of the property.

Principal Duties and Responsibilities

- Implement and maintain superior guest service and philosophy which serves as a guide to desk agents
- Provide consistent, superior customer service when greeting and registering guests
- Deliver resolution to customer problems, such as discounts, adjustments to bills or complimentary rooms to compensate for any inconvenience as directed
- Responsible leader and trainer to front desk team ensuring they are mentored, supported and empowered to provide the highest quality of service at all times
- Act as head cashier for the property; review and resolve billing and manage manager's cash bank during assigned shift
- Review customer satisfaction through surveys, social media, and direct customer contact
- Act as Manager on Duty for first line of support for services needed on the Fort. This includes maintaining 24/7 phone coverage to meet or delegate appropriately for any given the situation
- Ensure all guest opportunities are followed up quickly, efficiently and courteously, and completed to satisfaction of the guest and that service obstacles are identified and resolved
- Maximize room revenue and occupancy by reviewing status daily. Analyze rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily. Assist with the preparation of revenue and occupancy forecasting as directed
- Meet department revenue goals by delivering and holding staff accountable to deliver upsell opportunities for all of the fort's products and services
- Review daily front office work and activity reports generated by Night Audit
- Assist and oversee any merchandizing management; sales, tracking and promotions
- Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis and simple configuration changes
- Oversee the work load and schedule of the front desk team, assign tasks and responsibilities as needed to meet the needs of the Fort

- Maintain an organized and comprehensive filing system with documentation of purchases, schedules, forecasts, reports and tracking logs
- Maintains monitors and prepares guest/group requirements keeping information up to date and relays information as needed
- Checks all cash coming in and out daily and verifies deposits at the end of each shift.
- Enforces all cash-handling, check and credit processes and policies
- Maintain master key control and key management system
- Verifies that accurate room status information is maintained and properly communicated
- Assist in all interviewing, hiring, training of front desk agents, ensuring that they meet the Fort's standards of service
- Assist with team meetings as well as meet regularly with the team to discover any issues and provide resolution
- Provide support and step in as needed so that the Front Desk staff may quickly and effectively respond to guest requests and issues
- Assure all staff remain up-to-date and familiar with procedures, activities at Fort Worden, local attractions, current events, and other information in order to provide accurate information
- Ensure compliance to departmental Standard Operating Procedures, assist with training and mentoring to increase staff knowledge and ability to perform well
- Conduct periodic checks and trainings on safety and emergency policy and procedures, ready to take action and lead should the need arise
- Wears proper uniform at all times. Ensures all front office employees to wear proper uniforms at all times
- Attend staff and management meetings as needed and requested
- Other duties as assigned

Minimum Qualifications

1. 1-3 years of hotel, front desk manager/supervisory experience which includes hotel administration and accounting
2. 1-3 years of experience in accounting and cash handling
3. Bachelor Degree in hotel management or hospitality preferred. Associates degree in hotel management or equivalent vocational training certificate accepted
4. Experience in housekeeping, food services and maintenance preferred
5. Demonstrated and recommended for customer service-centric capabilities
6. Superior user capabilities in computer software products including property management software such as ATRIO as well as Catering services software and Microsoft Office Suite

Knowledge, Skills, and Abilities

1. Demonstrated ability and desire manage and train a team while maintaining office harmony and high morale
2. Calm and clear thinking ability to handle problems or crisis in a highly professional manner
3. Superior customer service at the core
4. Can work on own as well as part of a team
5. Performs work well with accuracy, speed and attention to detail
6. Ability to convey information and ideas clearly
7. Able to evaluate and select among alternative courses of action quickly and accurately
8. Willing and able to work evenings, weekends and holidays
9. Ability to maintain confidentiality of guest information

10. Clear and thorough communication skills
11. Conflict resolution and problem solving abilities
12. Ability to follow directions thoroughly and work with minimal supervision
13. Ability to comprehend and use computerized reservation system and guide others in doing so
14. Available for flexible scheduling to meet the needs of the department
15. Able to assimilate complex information, data, etc. from disparate sources and consider, adjust or modify to meet the constraints of particular needs

Key competencies

Key competencies include planning and organizing, attention to detail, integrity, honesty, confidentiality, listening and communication, customer focus, information collection and monitoring, problem analysis and resolution, reliability, adaptability, efficiency. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable. As an assistant manager at the Fort you are also held accountable for our Management Principles: communicate, lead, achieve, delegate, improve, mentor and inspire.

EEO Statement

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability.

Pursuant to the Americans with Disabilities Act, the Fort Worden PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

Fort Worden Public Development Authority is a Charter of the City of Port Townsend acting as a public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families.

Employee (Print Name)

Employee Signature

Date

Assistant Front Office Manager

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present, but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting			x		
Walking				x	
Standing					x
Running	x				
Bending or twisting				x	
Squatting or kneeling				x	
Reaching above shoulder level				x	
Climbing (e.g. ladders)	x				
Driving cars, light duty trucks	x				
Driving heavy duty vehicles	x				
Repetitive motion of hands/fingers					x
Grasping with hand, gripping			x		
Lifting/carrying 10-25 pounds				x	
Lifting/carrying 26-50 pounds				x	

	NA	NE	O	F	C
Lifting/carrying more than 50 pounds			x		
Pushing/Pulling			x		
Using Foot Controls	x				
Work in/exposure to inclement weather	x				
Work in/exposure to cold water	x				
Exposure to dust, chemicals or fumes	x				
Work/live in remote field sites	x				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	x				
Swimming, scuba diving	x				
Work at heights (e.g. towers, poles)	x				
Exposure to infection, germs or contagious diseases	x				
Exposure to blood, body fluid, or potentially contaminated materials	x				
Exposure to needles or sharp implements	x				
Use of hot equipment (e.g., ovens)	x				
Exposure to electrical current	x				
Seeing objects at a distance	x				
Seeing objects peripherally	x				
Seeing close work (e.g., typed print)	x				
Distinguishing colors	x				
Hearing conversations or sounds					x
Hearing via radio or telephone					x
Communicating through speech					x

	NA	NE	O	F	C
Communicating by writing/reading					x
Distinguishing odors by smell	x				
Distinguishing tastes	x				
Exposure to wild/dangerous animals	x				
Exposure to insect bites or stings	x				
Work/travel in boat/small aircraft	x				
Exposure to aggressive/angry people				x	
Restraining/grappling with people	x				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

Employee Signature

Date