



Enterprise – Customer Service Manager

Position: Enterprise Front Desk Supervisor
Supervisor: Resort General Manager
Location: Quileute Oceanside Resort
Salary: \$19 - \$24 per hour DOE
Close: Feb 2nd, 2023

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Maintain guest service as the driving philosophy of the operation.
- Manages and motivates the front desk staff (performance management and recognition)
- Able to work varying shifts, weekends, and holidays.
- Serves as the lead customer service contact for members of the Resort Team including answering questions, act as liaison between front desk and other departments. Communicate any relevant information to other departments.
- Follow up with guest concerns/complaints.
- Monitors accuracy of the Pos system at front desk, making adjustments as necessary
- Provide training for customer service agents and lead by example with a no drama workplace attitude.
- Create the front desk schedule and work shifts at the front desk.
- Strong attention to detail and high personal best standards
- Ability to delegate and supervise team with daily assignments to maintain cleanliness of front office.
- Communicate in a timely manner when supplies are needed for front desk ie door keys, office supplies etc
- Must be able to work and stand on feet for the length of the shift.
- Must be reliable with proven record of dependable attendance.
- Must be a self-starter and work independently.
- Must be a team player and work well with others.

- **Perform other duties as requested by the Resort Manager**

QUALIFICATIONS:

Required Qualifications:

- **Must have 3+ years' experience in the hospitality industry.**
- **Must have High School Diploma/GED or obtain within one year.**
- **Must have a valid WA State Driver's License or obtain within 3 months.**
- **Must adhere to the Enterprise Personnel Policies and Drug and Alcohol Policy**
- **Must be able to work in fast paced/time sensitive environment.**
- **Ability to make decisions with the best interest of both the customer and the resort.**
- **Have a positive, courteous, drama free demeanor with guests and staff.**

GENERAL INFORMATION:

The statements contained herein reflect the general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absence or relief, to equalize peak work periods, or balance workload.

SPECIAL REQUIREMENTS: Must have and retain a valid Washington State Driver's License – please provide copy wit job application. Must pass a criminal background check, drug and alcohol screening and reference check.

INDIAN PREFERENCE WILL APPLY. If applicants have equal qualifications, preference will be given fist to a Quileute Indian applicant and the to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.