



Employment Opportunity

Application Close Date: When position filled

Position: Front Desk Agent (Part-Time)

Reports To: Rooms Division Manager

Job Definition:

The Quaaout Lodge is in search of enthusiastic, energetic and friendly employees to join our front desk team. The Front Desk Agent at the Quaaout Lodge is a complete service professional. To ensure that guests have a positive and enjoyable experience, knowledge of resort facilities and services as well as attractions and services in the region is preferred. Professional appearance and behavior is required at all times.

This role is required to work as part of a team and independently as the person responsible for resort facilities throughout the day and night. The Front Desk is the main hub of the resort guest experience. Front Desk Agents are required to be well informed about all aspects of the resort as well as the community and region as a whole.

Benefits:

We offer a positive, fun working environment as well as some amazing benefits and perks including discounts on meals and guest rooms, spa services and products, pro shop merchandise, and golfing at Talking Rock Golf Course as well as unlimited access to the resort's fitness facilities and pool.

Responsibilities:

- Integration of Secwepemc culture into all aspects of the Resort experience.
- Ensure health and safety regulations are followed in accordance with company policies and relevant law.
- Welcoming guests to the resort.
- Check-in/out of guest rooms
- Reservations by phone, email, fax. We reserve guest rooms, tee times, and direct reservations calls for Jack Sam's Dining Room and the Le7Ke Spa.
- Provide guests with business services such as faxing, photocopying, etc.
- Handling money, and processing credit card payments.
- Assisting guests experiencing problems during their stay.
- Ensure the safety and security of guests and resort property
- Monitor switchboard and direct telephone calls

- Provide concierge services
- Assist other departments as needed
- Other tasks contributing to the operation of the resort as requested by management

Knowledge, Skills, and Abilities:

- You MUST enjoy interacting with people.
- Accuracy in recording information is an absolute must.
- Accuracy in basic accounting is required.
- Excellent English literacy, spoken and written.
- Knowledge of additional languages is an asset.
- Professional appearance and manner.
- Ability to work independently with little supervision
- Ability to manage time effectively
- Excellent communication skills
- Ability to troubleshoot
- Criminal record check may be required
- You must be very comfortable working with computers including use of:
 - Microsoft Excel
 - Microsoft Word
 - Email – Microsoft Outlook
 - ResortSuite Property Management software experience is an asset
- Customer service experience in a resort environment is preferred

The Front Desk Agent is required to work evenings, weekends, and holidays.

- We operate 24 hours a day, 7 days a week, 365 days a year.
- Front Desk Agents are scheduled for a variety of shifts with hours that vary depending on business levels.
- Shifts will vary from week to week, and specific days off cannot be guaranteed.

If you think you are ready for this challenge, please submit your resume and cover letter to:

Quaaout Lodge

In person: Quaaout Lodge front desk – 1663 Little Shuswap Lake Rd

Email: jobs@quaaoutlodge.com

Fax: 250.679.3039

By Mail:

1663 Little Shuswap Lake Rd
Chase, BC V0E 1M2