



JOB DESCRIPTION – Front Desk Agent (Part-time)

The Organization:

Reporting to and under the direction of the Rooms Division Manager, for the Quaaout Lodge, the Front Desk Agent will be responsible for providing a unique experience to our guests in timely fashion by being a complete service professional. We are looking for an enthusiastic, energetic, and friendly person who will ensure that our guests' experience is enjoyable and positive. While providing our services, you will get to experience all the beautiful landscapes and benefits the Quaaout Lodge has to offer while growing your career with us in the hospitality industry.

If you have a great attitude and love working in a unique environment that is fast paced, we want to hear from you!

The Opportunity: A Day in the life of the Front Desk Agent

As the Front Desk Agent, you will be one of the ambassadors of the brand that ensure all guests requests are being completed in a efficient manner while soaking up the many unique benefits the Quaaout Lodge has for its employees. 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. You will:

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



Requirements: What you bring to the organization:

- 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.
- 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, Resort Suite Property Management software experience is an asset
- Customer service experience in a resort environment is preferred

Our “Must Haves” that make you great:

- Able to work evenings, weekends, and holidays
- Honest, trustworthy, respectful.
- Attention to detail and high level of accuracy.
- Passionate, energetic, and love a fast-paced, highly collaborative environment.
- Ability to multitask and prioritize work.

What we will provide:

- Part Time – permanent Role
- Growth opportunities
- Competitive compensation
- Discounts on meals and guest rooms, spa services and products, pro shop merchandise, and golfing at Talking Rock Golf Course
- Have unlimited access to the resort’s fitness facilities and pool

Please submit resume and cover letter to Human Resources: gbowering@lslib.com

Position will be open until filled.

NOTE: Only those applicants under consideration will be contacted. Please accept our utmost appreciation for your interest. We are an Equal Employment Opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, creed, age, sex, gender, sexual orientation, national origin, religion, marital status, medical condition, physical or mental disability, military service, pregnancy, childbirth and related medical conditions or any other classification protected by federal, provincial and local laws and ordinances. Reasonable accommodation is available for qualified individuals with



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disabilities, upon request. This Equal Employment Opportunity policy applies to all practices relating to recruitment and hiring, compensation, benefits, discipline, transfer, termination and all other terms and conditions of employment. While management is primarily responsible for seeing that equal employment opportunity policies are implemented, you share in the responsibility for assuring that, by your personal actions, the policies are effective.