

Front Desk Agent

Season: April 2022 – November 2022 (Full Time or Part Time)

Property Overview:

Pine Bungalows is a unique property of 57 individual cabins & 16 hotel rooms, located on the banks of the Athabasca River in Jasper National Park. Pine Bungalows is located just minutes from downtown Jasper.

Summary of Responsibilities:

Reporting to the Director of Hospitality, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional and friendly service
- Welcome and register arriving guests
- Respond to all guest enquiries
- Process telephone calls and manage reservations
- Provide guests with information on hotel facilities, services and local attractions and activities
- Follow departments policies and procedures
- Follow all safety policies
- Process guest departures, calculate charges and receive payment
- Balance cash and day end reports
- Periodically deliver amenities to guests
- Clean public area
- Work with minimal supervision
- Clerical duties as required
- Perform light housekeeping and cleaning

Qualifications:

- Proficiency in English (verbal and written), second language an asset
- Proficient at printing and writing in English
- Previous customer related experience preferred
- Computer literate in Microsoft Window applications an asset
- Must possess a professional presentation
- Strong interpersonal and problem-solving abilities
- Highly responsible & reliable
- Ability to work well under pressure in a fast-paced environment
- Ability to work cohesively with fellow colleagues as part of a team
- Ability to focus attention on guest needs, always remaining calm and courteous

Shifts:

- Full or Part Time
- Approx. 40 hours/week based on seasonal demand.
- Shift work – Day, Evening, Weekend
- Two consistent regular days off are almost always provided

Wage:

- \$17+/hr based on experience
- Performance and Pay review at 3 months
- Cash Bonus Programs available
- Industry discounts available

Staff Accommodation:

- Staff Accommodation is available on-site

Physical Aspects of the Position (include but are not limited to):

- Frequent standing and walking through shift
- Occasional kneeling, pushing, pulling, lifting
- Must be able to carry and lift loads of up to 50lbs on a regular basis
- Occasional ascending or descending ladders, stairs and ramps

Visa Requirements:

- Must be legally eligible to work in Canada. We are unable to assist candidates in obtaining Canadian work authorization

Pine Bungalows is an Equal Opportunity Employer and we value diversity within our workplace