

Front Desk Agent

Season: April – October

Property Overview:

Pine Bungalows is a unique property of 52 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 Rooms, responsibilities and essential job functions include, but are not limited to, the following:

- Welcome and register arriving guests
- Process guest departures, calculate charges and receive payment
- Process telephone calls and manage reservations
- Provide guests with information on hotel facilities, services and local attractions and activities
- Respond to all guest inquiries
- Periodically deliver amenities to guests
- Consistently offer professional and friendly service
- Balance cash and day end reports
- Clean/tidy front desk area and check public bathrooms for tidiness/stock levels
- Follow departments policies and procedures
- Follow all safety policies
- Work with minimal supervision
- Clerical duties as required

Qualifications:

- Proficiency in English (verbal and written), second language an asset
- Proficient at printing and writing in English
- Previous front desk agent experience required
- 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:

- Shift work – Day (7am-3pm), Evening (3pm-11pm), Weekend
- Two consistent regular days off are almost always provided

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

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