Position Details

Overview

Position Title: *Harborside Hotel & Marina (Bar Harbor)-Front Desk Agent/Phone Concierge-Sum27*

Position Code: *PC1649584*

Host Company Name: *Harborside Hotel and Marina (Bar Harbor, ME)*

Host Company Description:
Harborside Hotel and Marina stands on the site of what was once known as "Peanut Row," due to the group of shops that lined the streets of Bar Harbor since the early 1900s.

Harborside Hotel offers the best of Bar Harbor: it's located right on the waterfront and right near downtown. Already recognized as one of the top hotels in Bar Harbor, Harborside Hotel and Marina was recently redeveloped and is better than ever.

Working at Harborside Hotel and Marina will offer you the opportunity to learn world-class hospitality skills in a beautiful coastal setting.

City: *Bar Harbor*

State: *ME*

Gender Preference: *No Preference*

English Level: *Native/Fluent*

Minimum Age: *18*

Earliest Start Date: *6/1/2027*

Earliest End Date: *10/1/2027*

Latest Start Date: *6/30/2027*

Latest End Date: *10/10/2027*

Position Details

Average Hours/Week: *average 32 hours per week over the course of the program.*

Typical Schedule:
You will work a variety of morning, afternoon and evening shifts. Your schedule will vary week to week depending on the needs of your employer.

It may not be possible to have a set schedule each week.Working on the weekends and holidays is required.

Additional Hours Details:

Position Description:
You will be working in the front office, assuming dual responsibilities of a Front Desk Agent Agent and Phone Concierge. The Phone Concierge, also known as AYS, is focused on providing efficient service and creating memorable experiences by making connections with all of our guests and members.

You will operate telephone switchboard station in order to answer telephone calls. Process guest requests for wake up calls, screening calls, and other requests related to placing or receiving telephone calls. Advise guest of any messages (e.g., voicemail, mail, faxes) received for them, and send to room if required. Answer, record, and process all guest calls, requests, questions, or

concerns. Receive, record, and relay messages accurately, completely, and legibly. Log all guest requests or issues into computer, contact appropriate individual or department (e.g., Bellperson, Housekeeping), and follow up with guest to ensure their request has been met to their satisfaction. Provide information to guests about room features, property amenities, and local areas of interest. Assist guests with accessing the internet. Report accidents, injuries, and unsafe work conditions to manager.

There is a high level of guest contact in this position, both in person and over the phone, so advanced to fluent English skills and excellent multi-tasking skills are required.

Front Desk Agent Duties include:

**Greeting guests upon arrival*
**Register guests at the Front Desk*
** Collect payment for rooms*
** Provide room keys*
** Log wakeup and notification calls*
** Ensure cleanliness and a pleasant atmosphere of front desk and lobby areas at all times*
**Handle guest complaints*
**Complete required reports correctly and in a timely manner*
**Have the ability to work a varied schedule*
**Handle multiple line phones and take messages*
**Use basic office equipment*
**Ability to work with diverse populations in a supportive and positive manner.*
**Display a friendly and welcoming personality and attitude to guests and employees.*

You will operate telephone equipment to ensure efficient communication within, to, and from the hotel while executing guest request items.

Other responsibilities are to answer the calls, direct all incoming calls and assist with guest requests, while providing excellent customer service. Must process room service orders, fulfill guest requests, make reservations, post charges, act as a concierge and inform guests of hotel and local facilities and services.

- *Oral and Written Comprehension and Expression - Must be able to convey & understand information and ideas in English*

This is a great job for someone who likes to work directly with guests.

You must arrive by the date agreed upon in the interview, and written on your work offer, and are expected to work until the last day listed on your work offer.

SECOND JOBS:

It is possible for participants to obtain a second job, but the second job must not interfere with the schedule for your job at Harborside Hotel and Marina.

Intrax participants are not permitted to work a second job without first receiving approval from Intrax.

Required Duties:
**Answering Phones*
**Taking Guest reservations over the phone*
**Taking Guest reservations in person*
** Assisting with guest check-ins*
**Assisting with guest questions and problems*
**Use basic office equipment such as computers.*
** Provide outstanding guest service.*
** Collecting payment for rooms.*
**Issuing Keys for hotel rooms*
•Approach all encounters with guests and employees in a friendly, service oriented manner
•Take and deliver messages
•Be familiar with guest privacy
•Provide information about hotel

•Know emergency procedures
•Run various in house reports
•Block rooms as necessary
•Log and Contact housekeeping or maintenance staff when problems are reported
•Answer inquiries pertaining to hotel services, registration of guests, and shopping, dining, entertainment, and travel directions

**Deliver guest request items*
**other duties as assigned*

Skills Required:
Superior customer service skills are a must. Excellent organizational and multi-tasking skills will be needed. This position requires being able to work in a very fast paced environment and Advanced English Language skills.

Supplies Required:
You must maintain a clean and neat appearance. Employees must be in uniform when clocking in and at all times while working.

Supplies Cost:

Company Policies:
Reserves the right to conduct random drug testing.
COVID: Masks are required in property interior public spaces. Sanitizer stations are placed throughout. Signs throughout to remind us how to protect each other & maintain social distancing. Food handlers practice safe food prep & service practices

Interview Required?: *Yes*

Additional Information:

Training Dates:

Different Training Period Wage:

Physical Demands:
Must be able to stand for long periods of time; Must be able to work with cleaning and sanitation products; Performing duties which require bending, reaching, and/or lifting; Lifting & transporting up to 25/30/50/100 pounds

Drug Testing Requirements:

Meals Included:

Transportation:

Host Placement - Related Costs:

Benefits Provided by Host:

Pay Rate: *USD 17.50*

Pay Frequency: *Weekly*

Pay Notes: *Overtime may be available during the peak season*

Overtime Available? *Yes*

Overtime Rate: *26.25*

Days Before Start of Work: *0*

Tipped Position? *No*

Accepts Couples? *Yes*

Accepts Groups? *No*

Second Job Allowed? *Yes*

Company Provided Housing? *Yes*

Arrival Information

Recommended Airport: *Boston, Massachusetts - Logan Airport*

Nearest Bus Station: *Bangor, Maine Concord Coach Lines: https://concordcoachlines.com/stop/bangor-me/*

Nearest Train Station: *This is not the recommended mode of transportation.*

Transportation to Company:
You are responsible for your own transportation to and from work every day, unless otherwise indicated.

Free transportation is provided beginning the third week of June by the Island Explorer: http://www.exploreacadia.com/routefinder.htm .

Your employer will provide transportation for early morning shifts as well as a ride home after a late evening shift.

Reporting Instructions:
Please plan on arriving in Bar Harbor Monday –Friday before 5:00PM to check into employee housing.

If you arrive in Bangor late in the day (After 5:00PM), please make arrangements to stay in a hotel in Bangor and come to Bar Harbor the next day.

Our hotel in Bangor is the Fairfield Inn. You may email for reservations to krystal.walsh@oceanprop.com or 207 990 0001. A discounted rate of $59.00 will be available if the hotel is not full. Be sure you give her the names of all guests and how many rooms you will need.

Travel Instructions:
Please arrive to Logan Airport in Boston, MA. From any terminal at the airport, take the Concord Coach bus line to Bangor, Maine. The bus ride is between 4.5 and 6.5 hours depending on traffic and a ticket costs about $45. https://concordcoachlines.com/

Transportation from Bangor to Bar Harbor is available on the Bar Harbor-Bangor Shuttle. You may make reservations by email--reservations@barharborshuttle.net or calling 207 479-5911. The cost for this is $55.00.

Nearest Social Security Office: *Nearest Social Security Office:*
Address: 202 Harlow St, Bangor, ME 04401
Phone: (877) 405-1448

Employer will provide transportation to Social Security office soon after arrival

Social Security Instructions:
Please check in on your MY INTRAX account the day you arrive in the United States. You must wait 5-7 days, after checking in with Intrax, before you can apply for a Social Security card.

Area Information

Area Information:
Bar Harbor is a small city located on Mount Desert Island in Maine. It is a famous summer tourist destination for Americans and Canadians. The downtown area is lined with shops and restaurants. The island is also home to one of the United States' most beautiful parks: Acadia National Park.

Climate:
Summers in Bar Harbor are usually warm and humid, but please be prepared for windy and cool nights, since it is located on the ocean. In the beginning of June and in September it will not be very hot (70 Fahrenheit or 21 Celsius), but temperatures in July and August can be warmer (80 Fahrenheit or 26 Celsius).

Nearest Major Cities:
Bangor, Maine: 1.25 hours by car
Portland, Maine: 3 hours
Boston, Massachusetts: 4.5 hours

Cultural Opportunities:
Bar Harbor is the perfect destination for a fun summer in the United States! You'll have plenty of opportunity to explore the beautiful natural settings and enjoy some nightlife too!

Be sure to visit:

**Acadia National Park for a day of hiking, swimming, camping, or just relaxing in nature.*

**Mount Desert Island Oceanarium for a tour of a salt marsh, Lobster Museum, and Lobster Hatchery*

**Reel Pizza Cinerama to watch a movie and eat tasty pizza on rainy day.*

**Walk downtown for shopping, dining out, or enjoying a night at the pub with friends.*

**Go on a Whale Watching Tour*

**Visit Village Green to rest after all of your exploring and watch the sunset over the harbor.*

Website: *http://www.theharborsidehotel.com/*

Additional Website Info:

Accomodation Option: Bar Harbor Resorts Employee Housing

Company Arranged: *Yes*

Company Recommended: *Yes*

Description:
There are different housing locations, within 1-2 miles of your work site. Housing is usually dormitory style, and you will be sharing a room with other employees. There is a laundry facility and kitchen.

All buildings are non-smoking with a strictly enforced designated smoking area. Drinking alcohol is not allowed in housing.

Drinking anywhere on property or smoking outside designated smoking may result in further action, including eviction.

Quiet hours are 10pm-8am and strictly enforced by security guard and security cameras. Failure to comply with quiet hour restrictions and security guard's directives may result in further action, including eviction.

Common Areas are provided with scheduled times of availability.

Housing is not assigned until May. If you have a roommate request, you must notify your employer BEFORE May 1.

Estimated Weekly Cost: *USD 150.00*

Additional Weekly Cost:

Additional Cost Description: *Rent is $150 per week. A $100 deposit is due upon arrival plus the first week's rent.*

Commute Options: *Walking; Bicycle; Bus*

Commute Cost: *USD 0.00*

Company Provides Transportation: *No*

Estimated Distance to Company: *1-2 miles*

Gender Restrictions: *None*