Position Details

Overview

Position Title: *Front Desk Agent*

Position Code: *PC1697274*

Host Company Name: *Aspen Suites Hotel Juneau*

Host Company Description:

City: *Juneau*

State: *AK*

Gender Preference: *No Preference*

English Level: *Advanced*

Minimum Age: *18*

Earliest Start Date: *5/20/2027*

Earliest End Date: *9/15/2027*

Latest Start Date: *6/1/2027*

Latest End Date: *9/30/2027*

Position Details

Average Hours/Week: *32*

Typical Schedule: *5 days per week; including weekends and holidays.*

Additional Hours Details: *possible overtime, not guaranteed*

Position Description:
Job Title: Front Desk Agent
Reports To: Front Office Manager

Job Summary:
Greets and registers guests, providing prompt and courteous service. Checks guests out of the hotel. Resolve guest challenges throughout their stay at our hotel. Upgrade guests as required. Promote hotel services, amenities, and upsell products to guests.

Responsibilities and duties:
• All associates must provide excellent customer service to our guests
• Associates must treat each other with courtesy and respect
• While working associates must follow all company policies and procedures
• Associates must obey all state and federal laws
• Behavior while on the job must be in accordance with the Code of Ethics and Standards of Conduct for all associates
• It is imperative to be on time and ready for work at the start of the assigned shift
• Provide excellent customer service to guests and other team members
• Make sound judgments and anticipate issues and opportunities
• Handle comments, complaints, and concerns with a high level of efficiency and in the best interest of the guest

• Work closely with all other departments to ensure prompt service and overall guest satisfaction
• Ensure that guests' special needs are met
• Greet arriving/departing guests in a professional and pleasant manner
• Familiarize guests with local activities and hotel services
• Works closely with and facilitate information between Front Desk staff, housekeeping staff and Food and Beverage staff to ensure that guest needs, and information are communicated effectively
• Serves as the central information center for all lodge operations
• Accounts for monies collected and goods sold.
• Perform basic accounting and cash handling procedures
• Reconcile guest folios ensuring all charges are correct and accurate
• Responsible for obtaining valid form of payment upon arrival
• Keep work area and Front Desk area clean, neat, and organized
• Ensure bag pull times are correctly spaced with none overlapping
• Inform Supervisor of additional needs required to carry out duties
• Monitor lobbies for cleanliness and remove trash as necessary
• Responsible for assisting guests with reservations, check-in, check-out, and general requests
• Keep all Front Desk reports current
• Perform wake up calls and answer guest questions
• Provide housekeeping with an accurate list of check-outs, stay-overs, and early arrivals
• Inform Guest Services of transportation needs
• Responsible for answering phones, assisting guests with reservations, and answering questions
• Provide thorough notes and accurate data entry
• Run end of shift reports
• Relay important messages/maintenance requests/guest requests to the appropriate department
• Obtain goals set by the Front Desk Manager• Other duties as assigned

Requirements:
• Previous customer service experience
• Effective communication skills and a high sense of integrity
• Must be a "people person" who thrives on public contact
• Communicate in a positive manner via phone, fax, and email with guests, coworkers, potential customers, travel agents, tour directors, and tour operators
• Possess time management skills, the ability to multi-tasks and work efficiently under pressure
• Computer and cash handling skills
• Familiarity with basic office equipment operation
• Be an assertive, confident decision maker and problem solver
• The ability to work independently as well as part of a team, with various personalities and cultures, and with a positive attitude
• Self-motivated, detail oriented and a positive customer service attitude
• Possess time management skills with the ability to multi-task and work efficiently under pressure
• Willing to work long hours, various shifts, split shifts, and on holidays and weekends
• Able to make sound judgments and anticipate problems
• Ability to lift fifty pounds, bending, lifting, folding, and stair climbing with or without reasonable accommodation
• CPR and/or First Aid training desirable

Physical Requirements:
This position requires certain physical activities to be expanded, which may include moving, lifting, organizing, operating equipment, etc. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

NOTICE:
The hospitality business functions seven (7) days a week, twenty-four hours a day. In addition, this is a hospitality business, and a hospitable service atmosphere must always be projected. Upon employment, all associates are required to fully comply with JL Hospitality Management rules and regulations for the safe and efficient operation of hotel facilities.
Essential functions of this job are described under the headings above. The job requirements and features are subject to change from time to time due to the then-current needs and requirements of JL Hospitality Management and/or the hotel.

JL Hospitality Management, LLC is an equal opportunity employer. JL Hospitality Management, LLC does not discriminate in employment on account of race, color, religion, national origin, citizenship status, ancestry, age, sex (including sexual harassment), sexual orientation, marital status, physical or mental disability, military status, or unfavorable discharge from military service.

Required Duties:
Duties:
Work with all staff to provide prompt service and customer satisfaction
Ensure that guests' special needs are met
Works closely with housekeeping to make certain guest needs are known
Display effective communication skills and a high sense of integrity
Keep work areas clean, neat, and organized
Obtain goals set by the Housekeeping Manager
Ensure that every public are is cleaned to the high standards of the lodge
Re-stock inventory as needed, Collects, transports, delivers, and picks up linen
Report maintenance problems and fill out appropriate forms
Follow trained procedures of chemical use, cleaning procedures
Attends to guest calls and requests, Delivers and collects items to guest rooms (cribs/rollaway bed/extra linens etc...)
Assists the entire housekeeping department as well as other departments of the hotel with trash removal, cleanliness, and miscellaneous tasks
Other duties as assigned"

Skills Required:

Supplies Required:

Supplies Cost:

Company Policies:

Interview Required?: *Yes*

Additional Information:
-Clean cut hair, no visible tattoos, no facial piercings, clothes must be clean and free of wrinkles.

-Make sure to pack lots of layered clothing and well as a water proof jacket and shoes as it tends to get a little rainy in the summer months.

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 16.00*

Pay Frequency: *Bi-Weekly*

Pay Notes: *rent deducted from paycheck*

Overtime Available? *Yes*

Overtime Rate: *24.00*

Days Before Start of Work: *0*

Tipped Position? *No*

Accepts Couples? *Yes*

Accepts Groups? *Yes*

Second Job Allowed? *Yes*

Company Provided Housing? *Yes*

Arrival Information

Recommended Airport: *Juneau International Airport*

Nearest Bus Station:

Nearest Train Station:

Transportation to Company:

Reporting Instructions: *Please report to your employer on the start date listed on your DS 2019 form.*

Travel Instructions:
You must coordinate with Amber Stringer prior to arrival. She and her team will be able to arrange your airport pickup and arrival to host company.

Nearest Social Security Office: *709 W 9th St. #231, Juneau, AK, 99801 - 11:30am-4pm*

Social Security Instructions: *You will need to apply for a social security number between 5 and 10 days after your arrival.*

Area Information

Area Information:
Juneau is a city of about 35,000 people. You will find many of the standard ammenitites you would find in any small city, however, Juneau is not connected to the rest of the world via a road. You must take a plane or a boat to get in and out of town. As the captial city, Juneau has public transit, grocery stores, hardware stores, clothing stores, etc. Juneau has a vibrant and thriving arts and culture scene, with many concerts, events and activities throughout the summer. There are also hundreds of miles of hiking trails, ample camping, fishing, and boating opportunities. Juneau is the best of both worlds - a fun small city vibe and a great outdoors scene, complete with mountains, oceans and incredible temperate rainforest.

We recommend packing layers - weather in the rainforest can change quickly - from 70 degrees and sunny to 55 degrees and raining in the blink of an eye. A good pair of waterproof boots or hiking shoes are a must, as well as packable raingear and comfortable base layers made of wool, fleece or other synthetic materials.

Cultural Opportunities:

Website:

Additional Website Info:

Accomodation Option: Employee Housing

Company Arranged: *Yes*

Company Recommended: *Yes*

Description:
Cost will be $140 per week. Rent will be deducted from paycheck.

Housing is located at a nearby apartment complex or is on site at hotel.

Twin size beds or twin bunk beds. Bed linens (sheets and blanket) provided. Dresser or under bed drawers. Heat, Wi-Fi. Shared bathrooms. 2-4 people per room.

Mini fridge, microwave, tv, small appliances in employee break room. Access to Kitchen.

Estimated Weekly Cost: *USD 140.00*

Additional Weekly Cost:

Additional Cost Description:

Commute Options: *Walking; Bus*

Commute Cost: *USD 0.00*

Company Provides Transportation: *Yes*

Estimated Distance to Company: *Onsite or nearby, transportation provided by employer if needed*

Gender Restrictions: *None*