

Title Front Desk Associate
Location Park City, Utah
Schedule Full-time & Part-time, Year Round & Seasonal

Position Description

Focused on the effortless and seamless movement of guests in and out of the facilities and creating memorable experiences by making emotional connections with all of our guests. In this position, you will have a direct impact on the overall experience of our guests from the moment guests arrive at the hotel until they check out. The successful candidate must have a friendly and welcoming attitude with everyone. This is the ideal position for someone who has a passion for guest service, values problem resolution, and enjoys working in a fast-paced environment.

- Responsible for welcoming guests and accurately verifying all information during the check-in and check-out process including, but not limited to: proper public relations techniques, a courteous and professional attitude and tone, identification and credit input and ensuring all posting, cash transactions, account settlements and deposits are handled correctly.
- Responsible for promoting the product and services, promotional programs, point of sales materials and merchandising activities to the targeted customer/guest group.
- Accuracy and accountability of payment verification, process of deposits, check cashing and exchange of currency is essential.
- Review expected arrivals, no-shows, owners and VIP guests to ensure that they are pre-registered, assigned/blocked properly and other departments are notified of room assignment, modifications and special requests. Review the daily room availability, restrictions and logs. Check status of departures on a daily basis. Relay all pertinent information to colleague, supervisors and other organizational departments as necessary.
- Ensure all necessary reports and forms are completed daily.
- Perform clerical duties such as typing correspondence, filing, package receipt and delivery and answering phones. Ensure messages and faxes are handled correctly and proficiently.
- Must meet standards of cleanliness, employee satisfaction, productivity, safety and guest comfort and satisfaction standards as established by the Company.
- Other duties may be necessary and may be assigned.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the Company, including evening, nights and weekends. In addition, attendance at all scheduled training sessions and meetings is required.
- Upon employment, all employees are required to fully comply with Newpark Resort and Hotel rules and regulations for the safe and effective operation of the facilities. Employees who violate Company rules and regulations will be subject to disciplinary action, up to and including termination of employment.

Qualifications

The individual must possess the following knowledge, skills and abilities and be able to demonstrate that he or she can perform the essential functions of the position:

- Excellent Communications Skills, both written and verbal, are essential. Must be able to speak, read, write and understand all languages applicable to the job.
- Must possess basic computer skills, including, but not limited to knowledge of: Microsoft Office Applications such as Outlook, Word, etc.
- Ability to solve problems and deal with a variety of options in varying situations.
- The work environment is fast-paced, dynamic and team-oriented.
- There are physical demands that may vary from day to day or task to task including, but not limited to: the ability to stand for up to 8-hours per day; walking; standing; bending; stooping; squatting; stretching; grasping; lifting; pushing and operating equipment relative to the assigned tasks. Must be able to lift up to 15 lbs. on a regular and continuing basis and must be able to lift up to 30 lbs. occasionally.

Education and Certificates

High school or equivalent education or Bachelor's Degree preferred. No licenses or Certifications applicable



Experience

Must possess sufficient relevant experience to perform the tasks assigned.

To Apply

For immediate consideration, please forward your resume and references (indicating desired position) to:

EMAIL: jobs@newparkresort.com

FAX: (435) 615-7767

MAIL: Newpark Resort & Hotel

ATTN: Human Resources

1456 Newpark Boulevard | Park City UT 84098