



OWL'S NEST

LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT

JOB DESCRIPTION

TITLE: Front Desk Agent

REPORTS TO: Lodging Manager

DEPARTMENT: Lodging

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY:

The position of Front Desk Agent requires the talents and skills of an outgoing and friendly person with a gracious personality and a natural talent for customer service. As Front Desk Agent, it will be your job to offer in-depth knowledge of local businesses, entertainment venues and travel options, understand the value of excellent customer service and provide resort-level service to all our guests.

ESSENTIAL DUTIES, RESPONSIBILITIES AND QUALIFICATIONS:

- Answer phones and respond promptly to all resort inquiries.
- Assist customers with lodging reservations and processing and collecting payments.
- Work with lodging team to ensure rental units are clean, safe, and fully stocked for guest's arrival.
- Maintain communication with guests in advance to ensure we are prepared for their arrival.
- Assist with check in/out of rental units.
- Direct guests to resort amenities.
- Communicate with the sales, housekeeping, and maintenance departments to ensure prompt responses to guests' needs.
- Meet and exceed guests' expectations by anticipating the services they might require.
- Suggest local venues for entertainment, dining, and other engagements as appropriate.
- Report any accidents or injuries to senior management staff immediately.
- Alert maintenance department immediately for any repairs or damages.
- Assist with the organization of on-site events.
- Maintain reservation platforms and update files as needed.

LICENSURE/CERTIFICATIONS REQUIREMENTS:

- Bachelor's degree (or pursuing) in sales, business, communications, travel/tourism, marketing, or related field; or equivalent combination of education and experience; or one to three years of directly related professional experience.

Initial: _____

Date: _____



- Detail-oriented; excellent follow-up; accurate data entry; professional demeanor and presentation via e-mail, phone, and in-person; effective time management and planning; positive attitude.
- Strong skills in Microsoft Office; working knowledge of office equipment.
- Flexible schedule, including days, nights, weekends, and holidays.
- Knowledge of local attractions and destinations.
- Experience in the resort, vacation rental, hospitality, or golf industry helpful
- Valid Driver's License.

WORKING CONDITIONS:

- This job operates in a professional office environment.
- This role routinely uses standard office equipment.
- While performing the duties of this position, the employee is regularly required to talk or hear.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Lodging Manager's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest Resort; it is my responsibility to notify the Lodging Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

Date