



Assistant Front Office Manager Position Description

Position Title: Assistant Front Office Manager

Reports To: Assistant General Manager

Position Summary: Manages all Front Desk, Audit, Bell Services, Doormen, Club Services, Mail Handling & Distribution, Security/Receiving personnel and CPD off duty officers. Maintains Property Management System, guest room security system, and related interfaced computer systems. Develops and implements policies and procedures to ensure guest satisfaction and the proper execution of all Member and Guest services as related to the above areas.

Essential Functions:

- Manages the daily operations and the general supervision of the front desk, night audit, Club Services staff, bell staff, security staff, including hiring, performance appraisals, discipline and scheduling.
- Responsible for staff training, cross training and retraining of all above listed personnel. Implements necessary customer service training for all staff.
- Develops, communicates and implements, to all front office staff, the approved standard operating procedures.
- Maintains a close working relationship with the Executive Housekeeper and Chief Engineer on all matters relating to guest rooms.
- Maintains a close relationship with the CFO in all matters concerning and related to accounting procedures.
- Produces and approves all related staffing schedules.
- Responsible for the labor cost of the above areas.
- Responsible for maintaining documented SOP's for the front desk, night audit, bell staff, Club Services staff, security staff, processes and procedures.
- Responsible for the incoming and outgoing mailing process for the club.
- Maintains effective relationships and communication with all other departments.
- Manages master key control procedures and room key system.
- Resolves member/guest billing issues quickly, efficiently, and courteously.
- Works closely with Director of Sales and sales staff on executing seasonal room rates, promotions.
- Relays group information from marketing to staff under his/her supervision.
- Manages the transportation and security logistics of VIP guests.
- Reviews completed credit limit reports for affected guests.
- Ensures that all check-cashing and credit policies are followed.
- Ensures that all accounting procedures are followed. Ensures that all cash banks are routinely audited.
- Collects information required for daily and other revenue records; analyzes and makes recommendations to senior management regarding this information.
- Monitors and forecasts revenue on a regular basis and prepares reports for senior management. Provides regular occupancy forecasts and analysis.
- Manages the routing of telephone, fax, mail and other communications to members and guests.
- Oversees concierge services to members and guests.
- Monitors, and constantly improves the guest check-ins and departures process.
- Maintains inventory, upkeep, repair and installation requests for all front office equipment, telephones/switchboard, fax machines, postal equipment, copy machine, credit card equipment and computers.
- Attends weekly staff and other meetings.
- Ensures the ordering, pricing and tracking of Gift Counter sales. Responsible for the inventory control of all Gift Counter merchandise.
- Coordinates parking/valet service and maintains relations with parking garage.
- Communicates all up coming events and staffing requirements to parking garage management on a weekly basis.

How to apply:

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- Coordinates any changes in parking rates with senior management and garage management.
- Manages and tracks the distribution of guest cards and introductory cards to reciprocal clubs.
- Participates with staff in the check in and departure process to ensure efficiency in processes and procedures.
- Responsible for the operations of the Coat Check process.
- Manages the Lost & Found process for articles found in the club.
- Manages monthly and annual reviews for all staff listed above.
- Fosters a positive work environment and a positive team atmosphere within the department and among all other management and staff throughout the Club.
- Maintains a working relationship with the Monadnock and Medcalf building security staff and communicates with them regarding the Club's VIP's, special events and alley access.
- Works with the security system companies on the maintenance and monitoring of all security cameras and alarm systems in the club.
- Participates in the Emergency Response Program.
- Coordinates all 911 responses and Emergency Response Plan procedures.
- Performs all other duties as assigned by employer.

Qualifications and Skills:

Education: Bachelor's degree in Hotel Administration, Business Administration or Certification in Hospitality Management preferred.

Experience: Minimum of 5 years of years of experience gained through increasingly responsible positions within the Hospitality Industry at an upscale hotel or club. Property management, Guestroom Inventory management and Revenue management experience required.

Additional Skills: Thorough knowledge of and experience in all front office, door staff, bell staff duties. Gift shop and security operations experience desirable. Excellent supervisory/management skills are vital; a high degree of customer service and a professional and personable demeanor is required.

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