Job Description: Hotel Front Desk Clerk
Location: Shearwater Resort, Denny Island, British Columbia
Employment Type: Full-Time or Part-Time
Reports To: Hotel Manager

About Shearwater Resort

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination located in British Columbia's Great Bear Rainforest. The resort offers high-quality accommodations, dining, and recreational experiences, attracting guests from around the world. The Hotel Front Desk Clerk plays a vital role in delivering exceptional guest service and ensuring a seamless check-in and check-out process.

Position Overview

The Hotel Front Desk Clerk is the first point of contact for guests, providing them with a warm welcome and handling all aspects of their stay, including reservations, inquiries, and check-out procedures. This role involves excellent customer service, efficient use of booking software, and coordination with other departments to meet guest needs. Reporting to the Hotel Manager, the Front Desk Clerk ensures that guests have a positive and memorable experience at Shearwater Resort.

Key Responsibilities

Guest Services

- Greet guests warmly upon arrival and assist with the check-in process, ensuring all guest information is accurate.
- Provide information about the resort's facilities, local attractions, and activities.
- Respond promptly and professionally to guest inquiries, concerns, and special requests.
- Assist with arranging transportation, activities, and other services as needed.

Reservations and Check-In/Check-Out

- Manage reservations using hotel booking software (e.g., Cloudbeds), ensuring accuracy and availability.
- Process guest payments, including cash, credit card, and other methods, and issue receipts.
- Handle check-out procedures, including reviewing guest accounts and addressing any discrepancies.

Administrative Tasks

- Answer phone calls and emails promptly, providing accurate information or redirecting inquiries to the appropriate departments.
- Maintain detailed and accurate records of reservations, guest profiles, and transactions.
- Monitor the availability of rooms and update booking systems accordingly.

Team Collaboration

- Communicate with housekeeping, maintenance, and other departments to ensure guest needs are met promptly.
- Report any guest complaints, maintenance issues, or other concerns to the Hotel Manager.
- Assist in training new front desk staff as required.

Problem-Solving and Crisis Management

- Handle guest complaints or issues with professionalism and empathy, escalating to the Hotel Manager when necessary.
- Respond to emergency situations, such as medical incidents or fire alarms, following established protocols.

Compliance and Security

- Ensure all front desk activities comply with Shearwater Resort policies and procedures.
- Maintain guest privacy and confidentiality at all times.
- Monitor the lobby area and report any suspicious activity or security concerns.

Qualifications

Education and Experience

- High school diploma or equivalent required; post-secondary education in hospitality or business is an asset.
- Previous experience in a front desk, customer service, or administrative role is preferred.
- Proficiency in hotel management software (e.g., Cloudbeds) is an asset; training will be provided.

Skills and Competencies

- Strong communication and interpersonal skills to engage with guests and team members.
- Excellent organizational and multitasking abilities in a fast-paced environment.
- Attention to detail and accuracy in handling reservations and transactions.
- Problem-solving skills and the ability to remain calm under pressure.
- Proficiency in Microsoft Office Suite and basic computer skills.

Key Attributes

- Friendly, welcoming demeanor with a passion for providing outstanding guest service.
- Dependable and punctual, with a strong sense of responsibility.
- Adaptability to meet the unique challenges of a remote resort environment.

Working Conditions

- Based at Shearwater Resort, Denny Island, BC, in a remote and picturesque location.
- Flexible shifts, including evenings, weekends, and holidays, as required.
- Desk-based work with regular interaction with guests and staff.

Compensation and Benefits

- Competitive hourly wage based on experience.
- Opportunities for professional growth and training.
- Staff accommodations may be available for the right candidate.
- A unique opportunity to work in a stunning natural environment while contributing to Shearwater Resort's mission of sustainable tourism and cultural engagement.

Disclaimer

The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Additional tasks may be assigned by the Hotel Manager or other members of the leadership team as necessary to meet the operational needs of Shearwater Resort.

How to Apply

Interested candidates are invited to submit their resume and cover letter to hr@shearwater.ca with the subject line "Application: Hotel Front Desk Clerk." Applications will be reviewed on a rolling basis until the position is filled.