



THE COTTAGES
at Summer Village

Front Desk Agent Job Description



The Cottages at Summer Village

JOB DESCRIPTION

Job Title: Front Desk Agent	Department: Front Desk/Reservations
Job Status: Seasonal, PT	Reports to: Front Desk Supervisor

Job Summary: Summer Village's Front Desk Agents act as the 'face' of the resort to ensure that all owners, guests of owners and renters receive a heartwarming welcome and a smile when they enter our lobby, call our office or email us. Our goal is to make guests feel at home and to guarantee a memorable stay at our resort by honoring each guest's request in order to maintain the highest level of guest satisfaction possible. Our Agents work under the direction of the Front Desk Supervisor who coordinates, trains and assigns all front desk activities including reservations, calls, check-in/check-out processes, guest and concierge services, just to name a few.

This is a seasonal, part-time position from May 1st to October 31st.

Season Schedule:

May 1st – June 24th : Sunday & Monday 9am - 5:30pm

June 25th – August 26th: Sunday & Monday 9am - 5:30pm, Saturday 11:30am-8:00pm

August 27th – October 31st: Sunday & Monday 9am - 5:30pm

Essential Duties/Responsibilities:

- Learn the RDP reservations, credit card and gate system software in order that you have a complete and thorough understanding of how it operates
- Provide exceptional guest service to all owners, guests of owners and renters by acting in a professional manner in all circumstances
- Actively listen to owners, guests of owners and renters, responding promptly to each of their requests or complaints; anticipate their needs, particularly as this relates to guests, all in order to effectively meet their needs in the best manner possible
- Become familiar, under the direction of the Front Desk Supervisor, with all operations and procedures of the Front Desk, including but not limited to, Reservations, Daily Arrivals/Departures Reports, Night Audits, Check-In/Check-Out forms, Check-In Packets for renters and any and all other reports deemed necessary by the Front Desk Supervisor



- Greet each owner and guest upon entrance to the lobby with a smile on your face, acting as a point of reference for those needing assistance or information; provide guests with personalized solutions by suggesting local activities or restaurants
- Familiarization with operation of phone system, fax and copy machines
- Strive to provide a flawless guest service experience for every renter
- Knowledge of the property, resort amenities and owners
- Familiarity with the Summer Village website
- Ensure that Front Desk, lobby, great room and rest rooms are neat and tidy at all times, particularly when housekeeping has already left for the day.
- Ensure that all emails and owner/guest/renter inquiries are responded to (and hopefully resolved) prior to leaving your shift for the day; communicate all unresolved issues via pass-thru book for the next Front Desk Agent
- In the absence of the Front Desk Supervisor, work closely with the Maintenance Supervisor to ensure calls or complaints in rental units have been satisfactorily completed in a timely manner; contact owners, guests of owners or renters to confirm that repairs have been taken care of
- In the absence of the Front Desk Supervisor, ensure deposits, refunds, credits, owner billing and other daily reports have been completed properly and on a timely basis.
- Keep organized records of Lost & Found, logging appropriately, contacting guests to arrange for return of items
- Communication with General Manager (in the absence of the Front Desk Supervisor) and other Supervisors/staff to ensure timely resolution of all issues
- Responsible for inventory of front desk supplies and communication with Front Desk Supervisor if supplies need to be ordered

Qualifications:

- Proven work experience as a Front Desk Agent
- Polite, confident, professional, pleasant personality, with a great deal of patience
- Solid knowledge of customer service
- Highly responsible and reliable with professional presentation
- Extensive organizational and multi-tasking abilities
- Aptitude to effectively resolve issues with a guest-focused orientation, but also applies to owners and guests of owners as well
- Maine or other state driver's license in good standing if it is anticipated that employee will be driving a golf cart or other Summer Village vehicle
- Ability to pass a comprehensive national criminal background check

Education or Experience:

- Must be proficient with Word, Outlook, and Excel
- High school diploma or GED
- Degree in hospitality or relevant field a plus



- Reservation system software experience a plus
- Ability to compose and respond to emails from guests, using proper English and grammar, conveying an upbeat, welcoming and helpful attitude through words
- Computer savvy

Physical Demands:

- Ability to move between sitting and standing continually during an 8-hour or longer shift
- Ability to lift boxes containing supplies of up to 20 pounds

Work Environment:

The Cottages at Summer Village is a seasonal resort consisting of 247 individually owned cottages on 65 acres. It has 3 pools, 2 kiddie pools, a hot tub, a pavilion where community events are held, 4 tennis courts, 6 shuffleboard courts, a basketball court, baseball, volleyball and soccer fields, and two playgrounds.