



Emerald Hospitality Associates, Inc. is currently seeking a self motivated, enthusiastic Front Office Manager for the brand new property located in Auburn, New York!

Some of the responsibilities and duties will be:

- Ensure efficient guest registration, checkout, guest service, and telephone service, while ensuring all brand standards are being applied.
- Prepare forecasts and reports and assists in the development of the room's budget.
- Track guest satisfaction surveys and maximize usage of the guest response tracking system.
- Interact positively with guests and take action to resolve conflicts to maintain a high level of guest satisfaction.
- Assist in the daily maintenance of room inventory status to achieve optimal levels of revenues.
- Assist in interviewing, hiring, training, developing, and recommend discipline and/or termination when appropriate of front desk associates.
- Resolve guest complaints in a timely manner.
- Utilize labor management tools to schedule and control labor costs.
- Assist in the daily operation of the housekeeping department.

The ideal candidate must possess the following:

- Two years of Front Desk supervisory experience in a hotel.
- On Q Certification preferred.
- Enjoy working as part of a team
- Detail oriented
- Strong computer skills
- Ability to work a flexible schedule
- Great communication skills

Position offers:

- Competitive salary
- Health insurance
- Dental insurance and vision insurance
- Life insurance
- Long Term Disability, Short Term Disability, and Accidental Death and Dismemberment Insurance.
- Paid Time Off

Emerald Hospitality Associates is an Equal Opportunity Employer.