



The Hilton Garden Inn located in Secaucus, New Jersey is currently seeking a self-motivated, enthusiastic Front Office Manager.

What will your job responsibilities and duties 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.

What does our ideal candidate look like?

- Three years' hotel experience
- Three years' Hilton experience, proficient in OnQ
- Three years' management experience
- Enjoy working as part of a team
- Detail oriented
- Strong computer skills
- Ability to work a flexible schedule
- Great communication skills

What perks will you receive?

- Competitive salary
- Health, Dental, and Vision Insurance
- Life insurance
- Long Term Disability, Short Term Disability
- Accident and Critical Illness Insurance
- Paid Time Off

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