LA VALENCIA
HOTEL

POSITION DESCRIPTION

JOB TITLE: Front Office Manager
JOB TYPE: Full Time
DEPARTMENT: Front Office
REPORTS TO: Front Office Director, Rooms Director
COMPENSATION: $31.50 per hour

JOB SUMMARY: We are looking for a Front Desk Manager to assist the team with any guest concerns, provide support to the Front Office, monitor the safety and security of the property, and train the growth of the individuals in the Front Office. In addition, we are looking to bring on someone who shares our passion for hospitality and creating exceptional and memorable experiences. Ideal candidates are highly motivated and effective at working in a fast-paced team environment.

ESSENTIAL DUTIES:

- Manages the functional areas of Front Office, Bell/Valet services, telephone services (PBX), and Night Audit to ensure guest satisfaction and maximize hotel profitability.
- Manages the operations of Guest Services and oversees the effective hiring, performance review and training and development of staff to ensure the achievement of hotel service quality standards.
- Receives guest complaints in person, via phone call, emails and online guest surveys and comments (revinate)
- Ensures corrective action is taken to achieve complete guest satisfaction and hold team equally accountable.
- Maintain procedures for PCI compliance, guest security and emergency procedures.
- Serve as Manager on Duty (As required) and works with other management personnel to establish and implement hotel service standards to achieve maximum profitability and efficiency.
- Provide proper coverage throughout the department in areas as needed.
- Maintain an organized and well-kept area/environment.
- All other duties as assigned by leadership.

QUALIFICATIONS & REQUIREMENTS:

- High School Diploma or GED required.
- Associate's or Bachelor's degree in Hospitality Management, Business Administration, or related field preferred.
- Minimum 3-5 years of Front Office experience in a luxury, upscale, or full-service hotel environment.
- Minimum 1-2 years of supervisory or management experience overseeing Front Desk, Guest Services, Bell Services, or Rooms Operations.
- Experience resolving guest concerns and service recovery situations in a high-volume hospitality setting.

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- Experience with scheduling, payroll review, labor management, and departmental budgeting preferred.
- Previous Manager on Duty (MOD) experience preferred.

SKILLS AND APTITUDES:

- Detail oriented.
- Organized and efficient.
- Ability to prioritize tasks effectively.
- High-quality standards for production and customer service.
- Maintain a professional and courteous environment.
- Ability to effectively manage and problem solve situations.
- Excellent interpersonal skills and the ability to build and maintain client relationships.
- Able to effectively demonstrate associate competencies and participate in goal setting, performance feedback, and self-development activities.
- Thorough knowledge of Microsoft Suite.
- Preferred knowledge of systems such as Opera Cloud, Optii, Akia, Hotel Effectiveness

PHYSICAL REQUIREMENTS:

- Ability to stand in one area for extended period of times
- Ability to carry or lift items weighing up to 50 pounds

Work Location: In person

Equal Opportunity Employer

The above statements are intended to be a general description of the position. The omission of a specific duty does not exclude it from the position if work is similar, related or logically assigned. Moreover, the description is subject to change as the needs of the employer or position change.

Pacifica is an Equal Employment Opportunity Employer committed to hiring a diverse workforce and maintaining an inclusive culture. All qualified applicants will receive consideration for employment, without regard to their race, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, medical condition, and any other status protected by state or federal law. As an Equal Employment Opportunity Employer, we comply with the Americans with Disabilities Act (ADA) to make reasonable accommodation to qualified individuals. Qualified individuals are encouraged to discuss potential accommodations with the employer.