

<b>JOB DESCRIPTION</b>	<b>JOB TITLE:</b>	<b>SoHo Guest Services Manager</b>	
	<b>Job Location:</b>	<b>Soldier Hollow</b>	<b>Position Code:</b>
	<b>Reports to:</b>	<b>Customer Engagement Sr. Mgr. Pay Grade:</b>	
	<b>Function Area:</b>	<b>Guest Services</b>	<b>Type: Full Time Exempt</b>

## **Job Title: SOHO Guest Services Manager**

### ***Purpose:***

The primary responsibility of the SoHo Guest Services Manager is to lead in providing exceptional guest experiences at a venue known for excellent customer service. As a Manager at a world class facility, the Guest Services Manager will be responsible for assembling and leading an enthusiastic team in providing excellent customer service in a unique and dynamic environment. The Guest Services Manager plays an integral role within the organization and is key to communication among all departments. The Guest Services Manager maintains a high degree of professionalism and is an effective role model upholding a positive and upbeat work environment.

### ***Key Responsibilities and Duties***

#### **Administration of SOHO Guest Services**

- Provide an exceptional guest experiences by reinforcing customer service standard expectations with staff
- Update, create and implement training manuals/practices for Guest Service Representatives
- Provide hands on assistance to GS staff while working front desk, interacting with guests, etc.
- Ensure all company policies/procedures are administered through company systems
- Ensure adequate staffing levels at all times while keeping within a specified budget managing hiring processes, onboarding, scheduling,
- Responsible for hiring Leads and appropriate number of Guest Service and Food and Beverage Staff Members
- Supervise employees by enforcing policies/procedures by documenting disciplinary actions and performance evaluations
- Effectively manage staff and guest concerns
- Assist in creation and oversight for GS Dept budget planning, development, and implementation
- Review product offerings on the SOHO website for accuracy (including marketing promotions)
- Create and foster a positive work environment for all Guest Services employees
- Conduct regular staff meetings with Guest Services staff
- Responsible for day-to-day oversight of Lodge
- Ensure areas in the GS Dept are clean, safe, and presentable at all times
- Responsible for opening and closing till amounts, daily deposits and safe counts
- Ensure phone calls are being answered promptly, phone greetings are updated regularly and messages returned
- Other job duties as assigned

#### **Setup, Operation, and Maintenance of Point of Sale (POS) systems**

- In conjunction with accounting, system administrator and IT services oversee the setup, organization, implementation, and ongoing maintenance of the POS systems for all areas
- Update POS systems as necessary
- Initiate build and update of public programs in system
- Ongoing communication with accounting pertaining to revenue transactions

#### **SOHO Public and Group Activities**

- Administer all group bookings during public hours
- Coordinate exclusive group bookings with Group Sales Department including staffing private sessions
- Ensure all public activity information is updated, ordered and implemented each season (signage, tickets, etc.)

#### **Retail and Food/Beverage Administration**

- Assist the food and beverage program through administration including Food and Beverage Supervisor
- Facilitate all POS and accounting processes including new vendor set-up, item set-up, pricing, purchase order processing, placing orders, receiving, tagging, merchandising, selling
- Assure accuracy of all policies, procedures and approvals
- Responsible for bi-annual retail inventory and all product requisition and discard forms
- Assure all food and beverage policies and procedures are being met
- Responsible for monthly food and beverage inventory including all product requisition and discard forms

**Other Duties As Assigned**

- Participate in Community, Regional, International and National level events Organizing Committees as needed

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***Required Knowledge and Essential Skills***

- Two years experience in a business, hospitality or facility management field
- Strong leadership and supervisory skills
- Proven ability of simultaneously managing multiple, complex issues
- Proven decision-making and responsible delegation of responsibilities
- Superior communications skills
- Understanding of planning processes, and proven capability of managing such a process
- Established attention to detail
- A proven team player

***Minimum Qualifications***

- Flexible work schedule – must be available to work days, weekends and holidays

***Environmental Job Requirements***

- Ability to work outdoors in all temperature/weather extremes

***Physical Requirements***

- Ability to lift 30 pounds
- Must be able to sit or stand on feet for extended time
- Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus
- Hearing – to converse with others in a normal conversation
- Balancing, bending, climbing, kneeling, walking, pushing, reaching above shoulders, and sitting

***Required In-House Training***

- UAF Orientation
- Sexual Harassment
- Drug & Alcohol
- Hazardous Communications Program
- Other training as required

***This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of the job description at any time without prior notice.***