



## Front Desk Associate

Experience Required To Apply

JL Bar Ranch, Resort & Spa is a private ranch offering many indoor, outdoor and culinary activities. Our culture is “To Redefine the Ranch and Resort Experience as a World Class Destination of Choice” through our Mission, Vision and Values. We maintain a spirit of sustaining an enthusiastic and fun environment.

### Ideal Candidate

Ideal candidate requirements vary by position, but all JL Bar positions have the following similar expectations:

- Team Player
- Guest Service and Hospitality Oriented
- Detail Oriented
- Effective and Respectful Communicator, Both Verbal and Written
- Reliable, Efficient, Responsible & Punctual
- Self-Motivated
- Positive Attitude
- Capable of Working with Little or No Supervision
- Must Maintain a Professional Appearance, Following Uniform Policy
- Willing to Go Above and Beyond for Co-Workers, Management, & Guests

### Duties, Responsibilities & Requirements

- Maintain the upkeep and appearance of the lobby, entrance, front desk area, and pool area.
- Coordinate with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.
- Contribute to the overall security by reporting any unusual occurrences and coordinate with front gate staff daily.
- Create and maintain updated records for reservations (collect all contact details) in the PMS.
- Respond to all guest services email in a timely manner. Netiquette should be followed.
- Inform customers about payment methods and verify their credit card data.

- Provide working knowledge about the property, available rooms, rates, activity and spa services, amenities, and local information to accurately respond to guest questions.
- Increase guest utilization of facilities by promoting activity & spa services when appropriate.
- Greet the guest in a friendly and courteous manner.
- Perform all check-in and check-out tasks efficiently.
- Respond to requests and complaints in a timely and professional manner. Inform Property Manager of any complaints or unusual situations.
- Attend and actively participate in weekly staff meetings and training sessions.
- Must be able to stand for extended periods of time.
- Light lifting required.
- Perform other duties as needed.

### **Rate of Pay & Benefits**

- Rate of Pay: Based on Experience, Bi-Weekly.
- Optional Benefits For Part-Time Employees: Quality employee on-site lodging.
- Optional Benefits For Full-Time Employment: Medical, Dental, Vision, 401(k) matching (100% up to 6%), Vacation Time, Quality employee on-site lodging.