Front Desk Attendant

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: Competitive Hourly Pay Scale based on Experience + Gratuities, Bi-Weekly
- Paid Vacation & Sick Leave based on Employment Type and Years of Service
- Optional Benefits for Full-Time Employees:
  - Medical
  - Dental
  - Vision
  - Group Short-Term & Long-Term Disability
  - Group Life & AD&D
  - 401(k) matching (100% up to 6%)
  - Quality Employee On-Site Lodging Included