

**Position:** Front Desk Agent

**Status:** Part Time/ Full Time

**Type of Position:** Hourly

**Location:** Charleston Harbor Resort and Marina 20 Patriots Point Road Mt. Pleasant, SC 29464

**If interested, contact:** Matt Early (843)856-0028 [mearly@charlestonharborresort.com](mailto:mearly@charlestonharborresort.com)



**BASIC FUNCTION:**

The Front Office Agent is to provide friendly, efficient registration and information to all guests, fellow employees, and visitors.

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

Our Front Desk Agent must have excellent verbal and written communication skills, and basic computer and math skills. Attention to detail, problem solving, and the ability to work independently is necessary.

- Maintain and improve the quality of the guest experience
- Check guest in, ensuring proper credit is received, special requests are noted / fulfilled and accurate information is established
- Follow set procedures on posting, charges, cashing checks, safe deposits, and refunds
- Maintain house bank and handle all checks and cash according to Resort policies and procedures
- Promote and sell special hotel programs, special rate packages, and upgrades when appropriate
- Answer the telephone in a professional manner and assist guests with any questions, directions to the property etc.
- Position requires standing for 6-8 hours
- Communicate with all departments regarding in house VIP's and any special needs
- Maintain an up to date working knowledge of all resort amenities as well as any special events
- Interact with resort staff in a professional manner, assisting other departments with necessary information
- Be knowledgeable of all emergency procedures and Resort policies
- Communicate all pertinent information to the Front Office Managers and Supervisors
- Champion programs that train and develop the team as it relates to policies and procedures
- Cultivate an atmosphere of continuous learning
- Foster and grow working relationships with other departments
- Maintain and improve the quality of the guest rooms and public areas

**POSITION REQUIREMENTS:**

- High school graduate or equivalent required
- Excellent oral and communication skills required
- Excellent multi-tasking skills required
- Ability to handle stressful situations in a calm, professional manner
- Experience in cash/check/credit card handling preferred
- Able to work varying shifts depending on the requirements of the position