



JOB TITLE: FRONT DESK MANAGER

DEPARTMENT: RECEPTION CENTER

Be the shining light that sets our guest's experience on the right foot from the moment they arrive.

The Front Desk Manager assists guests through the reservation and check-in process providing exceptional service, friendly demeanor with an attitude of helpfulness through the entire process. You provide support and assistance to our guests throughout the stay. Going the extra mile for a smile is the norm in this role!

The Front Desk Manager is responsible for managing guests and front office operations. Assists with check-in or check-out processes, responds to guest requests and concerns.

Normandy Farms is a 5-star RV Resort located in Foxboro, Massachusetts. Our 100-acre, 400 campsite retreat caters to families who want to experience a truly memorable stay in a clean, safe camping environment. The family owned and operated park opened in 1971. Since then, Normandy Farms has been widely recognized as one of the premier camping resorts in the world. The position is a critical member of our leadership team who will embrace the rich history and high standards by demonstrating the mission and working collectively toward the vision of Normandy Farms.

ESSENTIAL RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Always greet guests in a friendly and professional manner according to resort standards.
- Engage each guest as a unique individual and listen attentively to their requests.
- Answer the telephone in a timely and professional manner.
- Able to listen effectively to find the root cause of issues, and communicate clearly and in a friendly way to solve the issue and keep the guests happy.
- Listen to guest's complaints or concerns and resolve their issue in a timely manner.
- Promote a safe working environment.
- Provides adequate knowledge and expertise about local attractions and accommodations.
- Maintains the shift-to-shift log accurately to ensure proper communication between shifts is maintained.
- Running POS for the camp store.
- Supports GSR & Sales team to solve problems, educates, mentors and coaches team for training and development of skills.
- Provides direction to efficiently provide guest services such as check in, check out.
- Respond to all guests' requests, problems, complaints and/or incidents presented at the front desk in an attentive, courteous, and efficient manner.
- Follow up to ensure guest satisfaction.
- Attend daily and monthly department and planning meetings and present information.
- Maintain a professional working relationship and promote open lines of communication with managers, team members, and other departments.

- Operate all aspects of the guest services computer system, including software maintenance, report generation and analysis, and simple programming.
- Ensure that GSR's are always, attentive, friendly, helpful and courteous to all guest, managers and other team members.
- Monitor workload of GSR's and SA's providing projects when needed or modifying shift hours when necessary.
- Review daily checklists.
- In the off season, cleaning (sweeping, vacuuming, light maintenance) is required.

Performs other duties as assigned

Provides regular and reliable attendance

JOB QUALIFICATIONS

- High school diploma.
- Minimum 3 years of experience working in guest services; at least one of those in a supervisory role.
- Proficient in Microsoft Office (word, excel, outlook).
- Proficient with reservation software system (will train).
- Proficient with Point-of-Sale system (will train).
- Able to provide exceptional guest service.
- Is friendly and helpful to all team members.
- Attends all team meetings.
- Demonstrates leadership skills, being supportive and helpful to team members.
- Exercises proper emergency procedures.
- Must be solutions oriented and willing to learn and troubleshoot.
- Must be willing to learn and execute problem solving techniques to diffuse guest relations issues
- Self-motivated and able to work under pressure with stressful, noisy and sometimes emergency situations.
- Multi-tasking and excellent time management skills required.
- Requires standing, walking, lifting/carrying items up to 30 lbs.

CODE OF CONDUCT

- Being receptive to feedback when speaking to guests, team members and management providing immediate, positive, and constructive feedback.
- Responds quickly when assistance is required.
- Communicate expectations clearly.
- Ensure that emails and voicemails are properly responded to within 24 hours.
- Set an example of conduct with the use of personal devices, including phones and computers, keeping personal use to a minimum.
- Will meet commitments on time or communicate any changes.
- Professional communication with guests and team members.

SUCCESS FACTORS

- Outstanding management, organization, communication and leadership skills
- Experience of providing exceptional Guest Service to the highest standard
- Ability to successfully coordinate team in a high volume, time sensitive environment
- Highly organized and detail-oriented
- Thorough knowledge of department processes
- Computer and system savvy

HOURS/SALARY

The Front Desk Manager is a full-time year-round position. You are expected to work an average

of 40 hours per week. Weekends, nights, holidays are required during the operating season (April – November).

Salary commensurate with experience.

VACATION/HOLIDAY

Year-round full-time team members are eligible for 3 paid holidays; (8) hours for Thanksgiving, (8) hours for Christmas, and (8) hours for New Year's Day exclusive of sick/personal time accumulated. The Company is closed on those holidays. These hours may not be carried over and will be paid during the pay week of those holidays.

Normandy Farms believes that time off from work is very important to a team member's health and continued productivity. Therefore, all year-round full-time team members (average a minimum of 30 hours per week/52 weeks) who have been hired will earn PTO. PTO can be taken for vacation, sick, and personal time. Paid time off is updated yearly, on a calendar year basis. Time earned is as of your anniversary date.

- Forty (40) hours of paid time off in the first year of employment.
- Eighty (80) hours of paid time off in the second through fourth calendar years of employment.
- One Hundred and Twenty (120) hours of paid time off in the fifth and subsequent calendar years of employment.
- A maximum number of hours of PTO caps at (160) hours per calendar year for your length of employment. Included in your PTO hours are the mandated 40 hours required by the Paid Sick Time

HEALTH INSURANCE

Full-time team members (averaging a minimum of 30 hours per week year around) are eligible for health insurance (50% employer contribution), IRA plan, and Flex spending account through the company program. Health Insurance is available 90 days after hire for a full-time position.

RETIREMENT PLAN

You are also eligible to participate in the company Simple IRA Plan, which we match up to 3% based upon the team member's contribution, Flex spending plan, and HRA plans.

PROJECTS

- Assist Store Manager with inventory ordering and processing.
- Assist with scheduling and entering schedules into time management system.
- Assists Office Manager with the organization and execution of group outings.
- Assist the Office Manager with annual marketing mailing.
- Assist with organization and payments of seasonal camping programs.
- Assist Office Manager with organization of membership programs.
- Assist with monthly electric meters for seasonal guests.
- Supervises and provides support to Guest Service Representatives & Sales Assistants.
- Orders office supplies for the Reception Center.
- Coordinate and update local attractions for guests.
- Organize and process weekly and monthly guest payments.
- Monitor the guest waitlist.
- Monitor rental payments, refunds and ensure terms and conditions and rental agreements have been completed via docusign.
- Monitor massage appointments and create weekly invoice for payments to therapists.
- Monitor tours and create reports for payments to Guest Service Representatives.