

Job Title: Front Desk Agent - Reservations

Location: Gorge Harbour Marina Resort, Cortes Island

Position Type: Full-time/Seasonal

Hours Per Week: 40

Wage: Hourly, \$18-\$22

Reports to: Resort Manager

Join Our Team!

We're looking for an enthusiastic and detail-oriented Front Desk Agent to join our team at Gorge Harbour Marina Resort. As the first point of contact for our guests, you'll play a crucial role in creating unforgettable experiences by providing exceptional service from the moment they inquire about reservations to the time they check out.

If you thrive in a fast-paced, guest-centered environment and enjoy coordinating across departments to ensure smooth operations, this role is for you!

Key Responsibilities

Guest Interaction and Reservations:

- Greeting guests warmly in person, via phone, or email.
- Manage reservations, modifications, and cancellations in the resort's booking system.
- Provide detailed information on resort amenities, accommodation, and packages.

Check-in and Check-out:

- Perform efficient and friendly check-in and check-out processes.
- Ensure guests receive all necessary information about their stay, including resort policies and amenities.
- Process payments, verify guest identities, and address billing inquiries.

Customer Service and Problem Resolution:

- Respond promptly to guest requests, concerns, and complaints, ensuring satisfaction.
- Offer solutions for special requests, such as room upgrades or transportation needs.
- Maintain a positive and professional demeanor during busy periods.

Communication and Coordination:

- Collaborate with housekeeping, groundskeeping, marina, and other departments to meet guest needs.
- Stay informed about resort promotions and updates to provide accurate information.

Administrative Duties:

- Maintain accurate records of reservations and guest interactions.
- Use reservation software, Microsoft Office, and POS systems effectively.
- Keep the front desk organized and contribute ideas to improve efficiency.

Upselling and Marketing:

- Promote resort amenities, upgrades, and special packages to enhance guest experience and support sales goals.

Skills and Qualifications**Skills:**

- Strong communication and people skills.
- Effective decision-making and problem-solving abilities.
- Team-oriented with excellent conflict resolution skills.
- Detail-oriented and organized.

Qualifications:

- 2+ years of experience in reservations or customer service, preferably in a resort or hotel setting. (Preferred)
 - Experience in remote resort operations is an asset.
 - Proficiency with office software, reservation systems, and POS platforms.
 - Ability to multi-task and remain calm under pressure.
 - Knowledge of resort amenities and local attractions is a plus.
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Working Conditions

This position involves working indoors in a fast-paced, guest-facing environment. Flexible hours, including evenings, weekends, and holidays, may be required. Accommodation will be provided to non-residents of Cortes Island.

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Why Join Us?

At Gorge Harbour Marina Resort, we pride ourselves on creating memorable guest experiences while fostering a supportive and collaborative team environment. If you're passionate about hospitality and want to contribute to a thriving resort, we'd love to hear from you!

How to Apply:

Send your resume and cover letter to Manager@gorgeharbour.com. Applications will be reviewed on a rolling basis.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.