



**Job Title:** Front Desk Agent – Reservations

**Location:** Gorge Harbour Marina Resort, Cortes Island

**Position Type:** Full-Time, seasonal

**Hours Per Week:** 40

**Wage:** Hourly, \$23 per hour

**Reports to:** Resort Manager

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## 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!

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## 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.



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- 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 correct information.

### **Administrative Duties:**

- Maintain correct 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.

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## **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.
- Ability 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.





## Working Conditions

This position involves working indoors in a fast-paced, guest-facing environment. Flexible hours, including evenings, weekends, and holidays.

**Accommodation will be provided to non-residents of Cortes Island.**

## 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 are passionate about hospitality and want to contribute to a thriving resort, we would love to hear from you!

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## To Apply:

Please send your resume, a brief cover letter, to [manager@gorgeharbour.com](mailto:manager@gorgeharbour.com). We look forward to hearing from you!

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.

