

****EXTERNAL POSITION OPENING****

HOTEL FRONT DESK SUPERVISOR



RATE OF PAY: Depending upon experience
LOCATION: Seven Clans Casinos – Thief River Falls, MN.
OPENS: June 12, 2020
CLOSES: Until Filled

POSITION OBJECTIVES:

Under the general supervision of the Hotel Manager, the Hotel Supervisor is responsible to oversee operations of the Hotel Front Desk for Seven Clans Casinos.

DUTIES AND RESPONSIBILITIES:

- Directly supervises front desk and guest services personnel, including: preparing work schedules to ensure adequate staff is available at all times, conducts staff meetings, handles employee or customer grievances, reviews audits to identify deviations from procedure and works with night audit to assure that corrections are made.
- Assists Hotel Personnel with regular duties as needed.
- Assists guests with questions and information. Gives directions for casino and hotel. Remains abreast of events held in casino, hotel, and waterpark to communicate accordingly. Assists guests in any possible manner, always using a friendly, helpful manner.
- Responsible to assist with overall smooth Hotel operations. Handles customer grievances in a satisfactory manner.
- Reviews statistical information, assists in creating reports as requested.
- Ensures rules, regulations, policies and procedures are adhered to and maintained.
- Analyzes and recognizes deficiencies or problem areas and provides solutions to achieve desired results.
- Reviews inventory to ensure proper quantities are maintained and places orders according to approved purchasing policy when necessary.
- Maintains all security procedures for room key and cash handling procedures.
- Responsible to assist with emergency evacuations if necessary.
- Participates in the review of associates and completes necessary paperwork as required by established policies and procedures. Maintains training program for departmental new hires. Other duties as assigned.

REQUIRED QUALIFICATIONS:

It is required the Hotel Supervisor have High School Diploma or GED with Supervisory and Inn Quest experience required.

SEND COMPLETE APPLICATION/TRANSFER REQUEST TO:

victoria.mostrom@7clans.com Human Resources Office,
20595 Center St E. Thief River Falls, MN 56701 1800-881-0712

