Front Office Manager

Job Description:

Front Office Managers (aka Front Desk Manager) supervise the day-to-day operations of front desks and reception areas for a business primarily in the hospitality industry. They train and manage staff, supervise administrative and clerical duties, and address customer complaints and queries. They also manage budgets and prepare reports for presentation. A successful front office manager, you should possess strong time management and organizational skills and be financially minded. A top-notch front desk manager should provide exceptional customer service and strong leadership skills.

Job Responsibilities:

* Defining and implementing front desk objectives and procedures.
* Hiring and training staff and managing the shift schedules.
* Tending to guests' complaints and questions and providing exceptional customer service.
* Ensuring that the front desk and reception area is kept clean and organized.
* Maintaining front desk office supplies and equipment.
* Managing budgets, records, and contracts.
* Supervising staff and all front desk activities including bookings, appointments, phone calls, and emails.
* Conducting performance reviews with the front desk staff.
* Generating reports and feedback for presentation to the general manager.
* Performing administrative duties such as filing and updating records, among others, as needed.
* Keep front desk clean, tidy and supplied with all the necessary supplies
* Greet, communicate with and welcome guests
* Keep the office in order
* Answer all the customers' questions and address their complaints
* Answer all incoming calls and redirect them or keep messages
* Receive letters, packages and send them to appropriate destination
* Prepare and manage outgoing mail
* Check, sort and forward emails
* Monitor office supplies
* Place supply orders when necessary
* Monitor and update records and files
* Monitor and log office expenses and costs

Job Qualifications:

* Associates in hospitality administration or related field
* Bachelors in hospitality administration preferred
* Experience as a front desk manager

Opportunities as a front desk manager are available for applicants without experience in which more than one front desk manager is needed in an area such that an experienced front desk manager will be present to mentor.

Job Skills Required:

* Great interpersonal and communication skills
* Business development and strategy implementation knowledge
* Strong leadership and decision making skills
* Ability to sell, manage and drive growth
* Excellent customer relationship management skills
* Ability to meet sales targets and production business goals
* Sense of ownership and pride in your performance and its impact on company’s success
* Critical thinker and problem-solving skills
* Team player
* Good time-management skills
* Great interpersonal and communication skills
* Familiarity with industry’s rules and regulations
* Knowledge of office machines (e.g. fax, printer etc.)
* Knowledge of office management and basic bookkeeping
* Excellent knowledge of MS Office (especially Excel and Word)
* Sense of ownership and pride in your performance and its impact on company’s success
* Critical thinker and problem-solving skills
* Team player
* Good time-management skills
* Great interpersonal and communication skills
* Customer-centric