



DOYON'S FAMILY OF COMPANIES
(Doyon Tourism, Inc.)

Human Resources Office
3000 A. Street
Bivin Plaza Suite 102
Anchorage AK 99503
1-877-DOYON HR
1-877-369-6647

JOB DESCRIPTION

JOB TITLE	Front Desk Manager	LOCATION	Denali Park/Fairbanks
TYPE OF POSITION	Seasonal/Full Time	POINT OF HIRE	Fairbanks, Alaska
SCHEDULE	Varies	HOURS	Minimum 40 hours/week
REPORTS TO	General Manager Operations Manager	FSLA STATUS	Non-Exempt
STARTING PAY	\$13.00 p/hour	AFTER 90 DAYS	
DATE POSTED	March 7, 2006	DATE CLOSED	Until filled

JOB SUMMARY:

The Front Desk Manager is responsible for supervising the overall daily operations of the Front Desk to provide the highest level of services to guests of the Denali River Cabins & Cedars Lodge. The front desk deals with each guest who checks in, sells them tours, solves guest problems, operates the gift shop, and is responsible for all guest rooming assignments. The front desk oversees the general operation of the rooms by generating rooming, porter, housekeeping, and maintenance lists each day. Throughout the day the front desk constantly co-ordinates with all departments and keeps them updated with changes that occur.

ESSENTIAL FUNCTIONS:

Resolves customer problems and ensures that each guest receives excellent customer service
 Generates daily rooming assignments from reservation requests and group manifests
 Assists escorts and drivers with tour groups. Maintains group status reports and works directly with all on-site managers to ensure proper coverage is made for group arrivals. Is responsible for workload distribution to appropriate staff
 Coordinates with office personnel to resolve problems and provide reservations backup
 Makes recommendations to management regarding staffing for reservations and front desk personnel
 Participates in interviewing and selecting qualified front desk personnel
 Trains and supervises all front desk/gift shop staff. Makes daily work schedules, conducts employee evaluations, and documents employee conduct for front desk personnel. Fills in and covers shifts at the front desk as needed

Monitors and maintains gift shop inventories

Applies knowledge of the tourism industry in general and Doyon Tourism, Inc. specifically to effectively sell reservations

KNOWLEDGE, SKILLS & ABILITIES:

- Excellent communication skills and ability to maintain a pleasant, courteous, and helpful demeanor when resolving customer complaints
- Ability to deal effectively and harmoniously with co-workers
- Strong planning and organizational skills
- Provide leadership to the front desk staff
- Ability to function independently in a multi-task environment, as well as part of a team
- Self motivated and sales oriented
- Experience with computerized reservations systems or strong computer skills
- Good cash handling skills

QUALIFICATIONS:

- Supervisory experience in the hospitality business
- Demonstrated knowledge with computer systems
- Previous front office experience
- Commitment to stay the entire season

WORKING ENVIRONMENT: The season is approximately mid-April through mid-September. A training period of approximately one month, mid-April through mid-May will take place in Fairbanks at the Doyon Tourism offices. Mid-May through mid-September are at the Denali River Cabins, a location in Denali National Park.

PHYSICAL DEMANDS: An individual will be required to work under pressure to provide quality guest services, and the individual will need to be able to quickly respond to a change in work demands, and customer needs. Requires short periods of light lifting, pushing, and pulling (1-25 lbs.) [Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions].

PREFERENCE STATEMENT:

Preference will be given to Doyon shareholders and Alaska Natives in accordance with Title 43 U.S. Code 1626(g) and Title 42 U.S. Code 2003-2(i).

REASONABLE ACCOMMODATION:

It is Doyon's business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with physical or mental disabilities.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.

How to apply:

Forward a personal letter that describes your interests, your work ethic, how you learned about us and your exact dates of availability, along with the Doyen's Family of Companies

Employment Pool Application to

E-mail: rivercabins@doyon.com

Or

Fax: 907-459-2160

We are a "Drug & Alcohol-Free Workplace". Absolutely no use is tolerated on property.