



## **Inn at Black Star Farms: Front Desk Customer Service Representative**

**PURPOSE:** To oversee all aspects of daily operations in the Inn while providing exceptional guest service

**PAY RATE:** To be determined

**CLASS:** Full-time

**HOURS:** 35-40 hours/week between 8 am-7 pm

**RESPONSIBILITY:** Comprehensive guest services, reservation management, and assistance with the housekeeping staff

**REPORTING TO:** Inn Manager of Guest Experiences

### **REQUIREMENTS**

- 18+ years of age
- Bachelor's degree preferred, equivalent in experience and training accepted
- Flexible schedule with the ability to work evenings, weekends, holidays, and be on-call
- TAM certification, training will be provided if necessary
- Proficiency in word and data processing programs (Microsoft Office, G Suite, etc.)
- Experience with client management/scheduling software preferred

### **EXPECTATIONS**

- Coordinate and assist with the preparation and execution of all guest services at the Inn
- Provide concierge-style services as requested by guests. This may include on and off-site service recommendations and coordination
- Demonstrate professionalism through appearance and communication at all times while maintaining a friendly, accommodating, and engaging demeanor
- Possess a thorough knowledge of and ability to perform housekeeping operations and tasks. This includes general upkeep of guest common areas, bathrooms, and individual guest rooms
- Oversee and participate in Inn foodservice operations, including daily breakfast, wine service, and miscellaneous guest requests
- Maintain a working knowledge of all facets of Black Star Farms and its various entities
- Execute online and direct guest reservation, payment, and retail purchase processing, along with maintaining accurate client files and accounting records
- Field email, phone, and direct inquiries with appropriate promptness
- Operate independently and also within a diverse team efficiently, strategically, and with a forward focus

