

Superior Shores Resort and Conference Center has an immediate opening for a full-time, year-round **Guest Service Manager**.

In this position, you will take reservations, check guests in and out of rooms, direct calls, and answer all guests' questions and concerns. You must be personable and have outstanding interpersonal communication skills. You will be the "face" of Superior Shores Resort for all guests and will be responsible for the first impression we make. Ultimately, you will help create a pleasant and memorable stay for our guests.

Ideal candidate has strong problem-solving abilities, leadership/team-building skills, and exceptional customer service skills. Experience with reservation software a plus. Previous supervisory/management experience preferred.

***Qualifications:***

- Excellent communication and people skills
- Proficient in English (oral and written)
- Problem-solving skills
- Good organizational and multi-tasking abilities
- Training and supervising front desk staff
- Overseeing reservations and guest services
- Tracking reservations
- Taking care of guest issues as they arise

***Responsibilities:***

- Working regular scheduled front desk shifts
- Be an example by being early and on time
- Flexible available with no restrictions including and not excluded to: Days, evenings, weekends, covering shifts, and staying late when needed
- Responsible for daily deposits, basic rate plans, mail, making the weekly schedules, and tasks designated by the Rooms Director

***Benefits:***

- Paid vacation
- Health care
- Dental benefits
- Life insurance
- Flexible spending account (FSA)
- Long-term disability insurance
- Short-term disability insurance
- Accident insurance
- Resort discounts

Email Daleri Brown, Human Resources Director at [Daleri@superiorshores.com](mailto:Daleri@superiorshores.com) for more information or to submit resume.