



# FRONT DESK SPECIALIST

## REQUIREMENTS:

- Hotel, hospitality, or similar industry experience is highly preferred.
- Experience in administrative or customer service role is a bonus.
- Excellent time management skills.
- Comfortable using various digital systems and apps.
- Reliable personal transportation.
- Self-motivated and collaborative.
- Excellent communication skills.

**As our Front Desk Specialist, you'll serve as the primary contact for guests, vendors, and owners, handling phone calls, emails, and chats to resolve reservation questions and other concerns.**

**You'll coordinate with various teams, verify unit availability for visits, and identify potential leads to support business growth.**

**This role combines excellent customer service with administrative coordination, making you a key player in creating positive experiences and building lasting relationships.**

## RESPONSIBILITIES:

- Act as the first point of contact for our guests, vendors, and owners within a local management office.
- Taking incoming phone calls, occasional outbound calls, and responding to emails or chats on a daily basis.
- Help create and delegate maintenance and housekeeping work orders.
- Meet and maintain company standards and metrics.
- Conduct periodic inspections to confirm safety and cleanliness standards are being met.
- Build and maintain business relationships and communications with Operations and Housekeeping Team Members.
- Other duties as assigned because every day is different in hospitality!



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