

Busy and dynamic Oceanside resort is seeking a Front Office Manager

Duties and Responsibilities include

- Operate all aspects day to day management of the portfolio of RV sites, Cottages, RV Rental units and Marina slips, balancing the portfolio and guest requests.
- Operate all aspects of Front Office computer reservation system, including software maintenance, report generation and analysis.
- Provide consistent, superior customer service when greeting and registering guests to deliver a positive experience
- Deal with guest complaints and concerns during their stay in a courteous and professional manner
- Handle end of day cash out and daily balancing
- Hire, schedule and train front office staff.
- Liaise and coordinate with housekeeping and maintenance departments to ensure Park product is operational
- Other duties as may be required

QUALIFICATIONS AND ATTRIBUTES

- Excellent verbal communication and customer service skills
- Ability to thrive in a fast-paced environment and enjoy working directly with the public
- Superior time management skills
- Ability to troubleshoot and problem solve urgently and calmly under pressure
- Strong observational skills
- Ability to move between independent self-directed tasks and collaborative work
- Proficiency with Microsoft Word, Excel, and Outlook
- Comfort with technology and digital aptitude to learn multiple software including point-of-sale system, and the software for reservation management
- Experience in customer service or sales, including handling cash and balancing the days receipts
- Experience with point-of-sale systems or reservation software

The successful candidate must be prepared to obtain a valid criminal record check.

Please email resume to Jay Oddleifson: jay@pacificplaygrounds.com