

JOB TITLE: Front Office Manager (Nation / Community Members & Internal Only),
1 Permanent Position Available

JOB Posting #: J 0226-0861

Department: Front Office

START DATE: February 26, 2026

END DATE: March 12, 2026

Position Overview

The Front Office Manager ensures smooth operation of the Front Office by Managing the Front Office front line staff, wherever needed. Must provide efficient and courteous service to each guest and operate according to the policies, procedures, quality standards, and services established by the management team for the satisfaction of all internal and external guests. Must be willing to work all shifts, and weekends, if needed; Must be able to deal calmly and professionally with the public and staff in any crises.

Education and Experience:

- Minimum 2-year college degree.
- Minimum of 3 years previous management experience in Front Office operations
- Proven ability to guide and coach team members
- Excellent leadership, written/verbal communication and interpersonal skill
- Superior leadership & coaching skills with a proven track record of developing and motivating career minded professionals
- Strong guest service orientation and training skills background required
- Minimum of three (3) years of hotel front desk management experience
- Experience handling cash, accounting procedures, and general administrative tasks
- A minimum of 3 years operational knowledge and proficiency in Property Management System (Micros-Fidelio)
- Computer proficiency in a Windows environment (Word, Excel, PowerPoint)

Employment Opportunity

Critical skills include:

- Diplomacy and the ability to communicate clearly
- Firm leadership skills
- The ability to multitask, prioritize and manage time
- The ability to perform under pressure
- Must be highly motivated
- Able to work in a fast-paced environment
- Must be fluent in English. Fluency in multiple languages is considered an asset

Knowledge, Skills and Abilities:

- Achieve guest satisfaction & room revenue goals by managing with supervising the entire front office operation and its divisions.
- Ensure that the front desk, reservations, and guest services staffing levels are in keeping with the current business activity and make any adjustments as necessary.
- Ensure that the divisional staffing levels are also in keeping with the current business activity and make any adjustments as necessary.
- Provide coverage in all areas as necessary. (Breaks-late arrivals-absences, etc.)
- Ensure that all claimed reservations and room walks are handled professionally and sympathetically.
- Maintain room security by providing effective key control & participate in matters related to customer room security.
- Participate in a room check program wherein a selection of rooms is randomly checked to ensure placement, cleanliness, and maintenance issues are addressed.
- Meet and exceed customer expectations by ensuring your department provides superior service and teamwork.
- Oversee and participate in the prompt and courteous handling of all guests as necessary, including but not limited to, check-in & check-out, telephone and personal inquiries, luggage & vehicle handling.
- Ensure that all customer services are delivered efficiently and effectively both personally and by all direct reports as set out under divisional breakdown job descriptions.
- Record requests for special accommodations and suites.
- Plays a key role in supporting the development of Tsuut'ina employees
- Utilize one-on-one training skills as necessary.

- Monitor service and teamwork regularly and inform Front Office Supervisors of any potential needs for counseling of employees to ensure they are providing superior service and teamwork.
- Maximize room revenue by utilizing yield management techniques to emphasize occupancy and average rate.
- Work with front-line staff to effectively bring in the house to successfully fill the hotel whenever possible.
- Ensure that all special requests are handled appropriately ensure the accuracy of all future reservations and coordinate house activity by working with any necessary departments.
- Ensure that all group arrival and departure details have been coordinated.
- Motivate through offering examples or leading by example of excellence in customer service.
- Maintain clean & safe working conditions within the department and hotel.
- Ensure all employees follow safety rules and procedures.
- Actively and consistently provide training to all Front Office team members
- Take corrective action, where required, to improve the safety of work areas.
- Assure the cleanliness and orderly condition of the Front Office area by conducting daily inspections.
- Read, follow up, and maintain daily logbook entries.
- Monitor and respond to all guest concerns & reviews
- Coordinate and work effectively with other departments
- All other duties as assigned