

Position: Front Desk Supervisor

About Us: Silver Bay YMCA Conference & Family Retreat Center was founded in 1902 and is in Silver Bay, NY. Its 700-acre campus along one mile of Lake George shoreline offers a wide breadth of programs for all people and ages. Silver Bay YMCA presently employs ~50 full-time staff members plus a seasonal staff of ~200. Silver Bay YMCA is consistently ranked one of the top ten family reunion sites in the country and is on the National Register of Historic Places with the U.S. Department of the Interior. Silver Bay is engaged in various on-going modernization projects, including the newly opened \$14 million William Boyd Center. As a mission-based organization, Silver Bay YMCA offers a broad range of community outreach programs.

Mission: To foster relationships, strengthen communities and nurture spirit, mind and body for all

Impact: Because of Silver Bay YMCA, connections between people and family are stronger. People are more connected, respectful, and caring. They have the confidence to develop to their full potential and to positively impact the communities in which they work and live. As a result, communities are more dynamic, inclusive and diverse. As stewards of Lake George, we inspire people to be stewards of the environment while they are visiting our magnificent campus and in their home communities.

Classification: Full-Time/Non-Exempt

Salary and Benefits: \$17.75 - \$21.25...Salary commensurate with experience. Excellent benefits package including health insurance, dental and vision insurance, retirement, paid time off and more.

Application Deadline: Applications accepted until the position is filled. Interviews for qualified applicants will begin immediately. Applications accepted until the position is filled. Interviews for qualified applicants will begin immediately.

General Function: The Front Desk Supervisor is primarily responsible for assisting the Guest Services Manager with the overall operation of the front desk to include, but is not limited to the following: welcoming all guests in a friendly and professional manner, providing excellent customer service to our guests who stay on or off campus, providing accurate information to our members and guests in regard to our campus activities, ensuring that our company's policies and procedures are being followed

Qualifications:

- High school diploma or equivalent
- Knowledge of the entire front desk operation
- Previous supervisory experience preferred
- Effective verbal and written communication skills

- Competence to meet, answer, and receive incoming calls from the public in a courteous and efficient manner
- Organizational skills/multi-tasking is necessary
- Proficiency and fundamental knowledge of technology and basic computer operation
- Accuracy in handling money and record keeping
- Basic accounting knowledge
- Professional telephone etiquette
- Outside knowledge of the surrounding area is preferred

Principle Activities:

- Supervise, assist the Guest Services Manager in training, and support all Front Desk staff.
- Check Silver Bay guests in and out using current hospitality software.
- Maintain a knowledge of Silver Bay's current rates, accommodations, and activities.
- Provide accurate information to guests, as needed.
- Learn and effectively utilize current hospitality computer software daily.
- Perform duties per daily routine and a shut-down procedure list.
- Responsible for maintaining and balancing a cash drawer at the end of their shift, as well as assigning off on front desk staff member's cash counts.
- Receive, record, input membership, and in-house transactions into current hospitality software.
- Inputting Silver Bay Conference Groups rooming lists and ensuring proper rates are being charged.
- Provide support to the Reservations Department, as needed. This would include making reservations, taking reservation payments, calling/e-mailing guests, processing forms, etc.
- Provide support to the reservations and telephone operator, when needed. Perform other duties as assigned by Guest Service Manager.
- As a 24-hour operation all staff may be asked to work weekend, evening, or night shift and/or holidays in order to serve our members, guests and program participants.
- Follow policies and procedures as noted in the employee handbook.