



Position Title: Assistant Guest Service Manager
Position Reports to: Director of Guest Services
Salary: \$42,000 annually, benefits
Employment: Full-time, year-round

Fox Harb'r Resort is a 5 Star, 4 Diamond property nestled along the coast of the Northumberland Strait in Wallace, Nova Scotia. We are offering a unique opportunity to an individual to experience a 5 Star Luxury work environment. With this opportunity you will be presented with a distinctive career, experience, and benefits in a World Class setting.

General Description: The Assistant Guest Service Manager, will oversee, guide and provide the highest level of guest service through well trained and motivated guest service Team Members. The successful candidate will assist with the day-to-day operations of the front desk and the guest services department.

Qualifications & Requirements:

- The successful candidate must possess excellent computer skills with a strong working knowledge of Microsoft Office and previous experience with a property management system is an asset.
- Minimum of 3 years guest service experience.
- Excellent oral and written communication skills
- Strong ability in training, coaching and staff development with emphasis on utilizing good judgement and common sense.
- Must be highly organized, results oriented with the ability to be flexible, work well under pressure and must have exceptional guest service skills.

Responsibilities:

- Assist in Leading the resort's Guest Service/Front Desk, Bell and Shuttling services/operations.
- Assist with training, development of team members, ensuring team members are equipped to provide excellent guest service. Establish guidelines so team members understand expectations and parameters.
- Assisting with scheduling of the guest service team following budgeted labour goals.
- Responsible for establishing and achieving front office goals, that complements the direction of the resort.
- Communicates and implements current and new procedures and expectations.
- Responds and follows up to inquiries relating to guest comments and concerns.
- Establish and maintain close working relationships with all departments of Resort to ensure maximum participation, productivity, morale and guest service.
- Develop relationships with guests, return guests, members, group contacts etc to provide maximum personalized guest service.
- Make suggestions for improvements in overall operations with emphasis on guest satisfaction, revenues as well as reducing costs and environmental waste.
- Be fully knowledgeable on all resort rates, packages and events.
- Accept and communicate reservations for F&B, Golf Shop, Spa, Aviation and Activities etc.
- Ensure proper image is being maintained by all team members with respect to grooming and uniform standards.
- Support and participate in all Resort programs, policies and procedures with special emphasis on the orientation of new employees
- Responsible for producing and maintaining Gift Cards and Sundry sales
- Perform all Front Desk Functions (checking in, checking out guests and answering telephones in accordance with Fox Harb'r Resort procedures when required.)

Human Resources Department, Ann Jeffreys

Email: hr@foxharbr.com Mail: 1337 Fox Harbour Rd., Fox Harbour, NS B0K 1Y0

While all responses are appreciated, only those applicants who will be invited for an interview will be contacted.



- Must display fair treatment with respect to disciplinary action and provide supportive documentation
- Execute all reasonable additional tasks provided
- Prepare all necessary forecasts in relation to reservations, front office and sales, to maximize occupancy, rate and revenue. Keeps all departments notified of any fluctuations in business levels, special guests etc.

At Fox Harb'r Resort, we know every employee is a valued part of the team.

Our benefits include:

- Travel Fuel Allowance
- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Accommodations, Golf and Spa services & products
- Friends and Family Rates for overnight accommodations
- Complimentary use of the Junior Olympic Pool, Mineral Pool and Fitness Room
- Team Member rates for Golf, Sport Shooting, Kayaking etc.
- Team Member Activities and Department Incentives
- Team Member Education Funding and Bursary Program
- Team Member housing availability

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