



THE UNIVERSITY of
MISSISSIPPI

JOB DESCRIPTION

Front Desk Manager

Definition of Class

This position performs duties associated with the operation and oversight of the front desk of The Inn at Ole Miss. The incumbent is responsible for supervising Front Desk Supervisors, Guest Service Agents, Night Auditor, Bellmen, and Shuttle drivers; ensuring quality service for guests; and maintaining inventory and storerooms.

Examples of Work Performed

Assists in hiring, training, and on-going supervision of the front desk staff.

Provides feedback to front desk staff on performance, maintains performance documentation and conducts annual performance review evaluations .

Develops and maintains work schedules of the front desk staff.

Updates and administrates the Property Management System (PMS) with current room types, descriptions, rates and posting codes.

Ensures that guestroom reservations are made in a manner that maximizes room occupancy and applies the appropriate average daily rate through knowledge of hotel reservation system.

Maintains hotel inventory and oversees hotel storerooms. Coordinates the purchasing and receiving of supplies with vendors and runs daily reports to ensure par levels are maintained.

Creates guest accounts, applies payments, and reconciles any erroneous transactions on guest folios and takes necessary actions to resolve guest grievances.

Serves as back-up to guest services agents in making reservations, checking guest in /out, answering and directing phone calls.

Performs daily financial transactions for check-in, check-out, and guest deposits. Maintains procedures for security of monies.

Maintains computer program of guest records, conducts daily back up of program and trains staff on program updates.

Oversees gift shop operation and provides necessary support and oversight of vendor functions.

Coordinates with the Custodial Supervisor to ensure proper status of guest rooms.

Supervises the Front Desk Supervisors, Guest Service Agents, Night Auditor, Bellmen, and Shuttle drivers.

Performs similar or related duties as assigned or required.

Ensures all assigned tasks are in compliance with University, SEC Conference, and NCAA rules.

Essential Functions

These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring department.

1. Assists in hiring, training, and on-going supervision of the front desk staff.
2. Oversees hotel inventory, storerooms, purchasing, and receiving.
3. Maintains and administers the Property Management System (PMS) with current room types, descriptions, rate and posting codes.
4. Acts as customer service representative.
5. Supervises Front Desk Supervisors, Guest Service Agents, Night Auditor, Bellmen, and Shuttle drivers.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Physical Exertion: The incumbent may be required to lift up to approximately 25 pounds.

Vision: Requirements of this job include close vision.

Speaking/Hearing: Ability to give and receive information through speaking and listening.

Motor Coordination: While performing the duties of this job, the incumbent is frequently required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is periodically required to talk and hear. The incumbent is occasionally required to stand; walk; and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

Education:

Graduation from a standard four-year high school or equivalent (GED).

AND

Experience:

Three (3) years of experience related to the above described duties.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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