



## JOB INFORMATION

<i>Job Code:</i>	143032
<i>Job Title:</i>	Hotel Front Office Supervisor
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Hotel Service
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	6 Supervisor

## JOB SUMMARY

Supervises the operations of the front desk to ensure an optimal level of service and hospitality is provided to all guests. Completes daily tasks in the Front Office operations while delivering outstanding guest service and financial profitability. Plans, schedules, coordinates and oversees activities of front office staff on a daily basis. Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns. Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns. Resolves customer issues, complaints and problems in a quick, efficient manner. Controls cash transactions at the front desk and maintains complete responsibility for personal bank. Operates the PBX equipment. Builds strong relationships and liaises with all other departments. Monitors online guest satisfaction.

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Bachelor's degree	Hospitality Management

### Additional Education

*Check here if experience may substitute for some of the above education.*

Combined experience/education as substitute for minimum education

### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	

### Additional Work Experience

*Check here if education may substitute for some of the above work experience.*

Combined experience/education as substitute for minimum work experience

### Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related management experience.
X		Expert knowledge of field.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		A positive attitude and excellent communication skills.
X		Experience of motivating and leading a winning team.
X		Ability to remain calm under pressure.
	X	Knowledge of Opera Property Management System.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Completes daily tasks in the Front Office operations while delivering outstanding guest service and financial profitability. Ensures Front office log book and hotel log book are always updated and tasks are addressed in timely manner.				
Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Plans, schedules, coordinates and oversees activities of front office staff on a daily basis. Ensures the Front Office team follows all GOLD standards of customer service and standard operating procedures, including USC's credit limit policies. Identifies training needs, resolves issues/problems, coaches the front office team to ensure a quality operation. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required.				
Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns. Uses suggestive selling techniques to sell room nights, increase occupancy and revenue. Allocates rooms to expected arrivals after checking the guests' preferences and special requests. Ensures safety by following guest check in and security procedures and reporting suspicious activity to security or manager on duty.				
Resolves customer issues, complaints and problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.				
Controls cash transactions at the front desk and maintains complete responsibility for personal bank as specified by hotel bank agreement policy. Cross checks all billing instructions and ensures they are entered and updated correctly.				
Operates the PBX equipment, including, assisting with incoming and outgoing calls, sets wake-up calls, etc.				
Builds strong relationships and liaises with all other departments (e.g., housekeeping, reservations, restaurants, etc.).				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.