UNIVERSITY OF SOUTHERN CALIFORNIA

Hotel Front Office Supervisor

Job Code: 143032

OT Eligible: Yes

Comp Approval: 7/19/2016

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 ACCOUNTABILITIES:

*E/M/NA % TIME

______ ______ 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.).
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  
☐ No  
☐ Yes  
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.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- High school or equivalent
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 2 years

**Minimum Field of Expertise:**

- Directly related management experience. Expert knowledge of field.

**Preferred Education:**

- Bachelor’s degree

**Preferred Field of Expertise:**

- Bachelor’s Degree in Hospitality Management is preferable, but not required.

**Skills: Other:**

- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Planning
- Problem identification and resolution
Project management
Research
Scheduling
Staff development
Supervisory skills
Teaching/training

Skills: Machine/Equipment:
- Adding machine
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocycler

Supervises: Level:
Supervises employees and/or student workers.

Supervises: Nature of Work:
- Administrative
- Clerical/Secretarial

Comments:
Maintains a friendly, cheerful and courteous demeanor at all times. A positive attitude and excellent communication skills. Experience of motivating and leading a winning team. Ability to remain calm under pressure. Knowledge of Opera Property Management System is preferable.

SIGNATURES:

Employee: _______________________________ Date:__________________________

Supervisor: _______________________________ Date:__________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer