

Front Desk Agent



About the Position

Employment Type: Full-time permanent/year-round

Language of work: English

Start Date: As soon as possible

Starting Wage: \$17.85 - \$19.85 / hour full

This customer service position includes duties such as:

- Greeting and helping our guests as their first point of contact.
- General preparation for arrival of hotel guests
- Checking guests in and out of hotel
- Inputting guest reservations and processing cancellations using a computerized property management system
- Producing computer documents, labels, and reports using Microsoft Word & Excel
- Assembling guest packages
- Responding to guest emails
- Answering the telephone
- Inputting group reservations
- Responding to customer complaints
- Collecting guest payment

Working is a team environment and includes shifts during the days, evenings, nights and weekends and could include 7 am – 3 pm shifts, 11 am – 7 pm, cover shifts, or 3 pm – 11 pm shifts. Full training is provided.

We offer competitive wages, incentives, subsidized meals, fuel discounts, professional certification programs, opportunities for advancement and much more.

Preferred candidates will possess a high school diploma and have previous experience of at least 1 year in a customer service position. Comparable Front Desk is a definite asset; relatable experience will be considered.

Interested candidates are encouraged to [Apply Online](#) or by application or resume to:

The Russell Inn Hotel & Conference Centre
Attn: Leanne Bily – Human Resources
Box 578
Russell, MB R0J 1W0
Phone: 204.773.7512
Fax: 204.773.7516
Email: leanne@russellinn.com

Strong consideration will be given to underrepresented groups including but not limited to: youth, senior, Aboriginal, New Canadians, and those with disabilities.

APPLY ONLINE NOW!

[Print & fax application](#)

About us. The Russell Inn Hotel & Conference Centre is a year-round, first-class facility that has been providing a wide range of hospitality services to our local community, as well as thousands of travellers, skiers, and conference guests for over 50 years. Our hotel has 122 rooms between three properties, indoor pool, waterslide and hot tub, conference centre, restaurant, Pizza Hut Express, Subway Sandwich store, Tim Hortons with drive-thru, pub, convenience store, Esso gas bar and beer store all on site. We employ approximately 130 staff. We are also the founder and majority owner of Asessippi Ski Area & Resort.

What it's like to work here. We are committed to providing both exceptional customer service to our guests and a great work environment for our staff. At work, we strive to make our customers feel like guests in our own home by going the 'extra mile' whenever we can. We like to have fun at work while still maintaining the structured environment that our high level of professionalism requires.

The experience and work setting we offer is truly unique as we offer many of the same perks as a larger company, but instead with a more personal touch in a friendly, comfortable and welcoming environment.

What we look for in an employee. Our approach is 'hire for attitude and train for skill.' This doesn't mean we don't look for experience! It means that we look for those people who understand the service culture and that the guest comes first, always. These people SMILE, are mature, outgoing, and have a great work ethic. We look for people who are energetic, have a sense of humour, and have fun at work while excelling at their jobs. If this sounds like you, you should apply now!

