

Class No.:	Staff
Original Date:	November 2025
Last Revision Date:	
Pay Group:	14

CLASS SPECIFICATION

FRONT DESK AGENT, THE LODGES

NATURE AND SCOPE OF WORK

The Front Desk Agent is the first point of contact for our guests, ensuring a smooth and welcoming experience from arrival to departure. 'The Lodges at CapU' offer comfortable and convenient accommodation for solo travelers, families, conference attendees, and groups, with diverse and expansive meeting spaces that cater to a variety of events. Guests come to enjoy both our relaxed atmosphere and the natural beauty and outdoor activities right on our doorstep.

The Front Desk Agent will handle guest check-ins and check-outs, manage reservations, respond to inquiries, and provide accurate information about the lodge, meeting facilities, and local attractions. The Agent must always maintain a professional and friendly manner, contributing to efficient front desk operations and an overall positive guest experience.

The Front Desk Agent reports to the Manager, Short-Term Accommodation, and takes direction from the Operations Supervisor.

ILLUSTRATIVE EXAMPLES OF DUTIES

Responsibilities and essential job functions include but are not limited to the following:

- Maintain a consistently positive, professional, and guest-focused demeanor.
- Provide a friendly, informative and professional first point of contact for guests.
- Promptly and courteously handling all telephone and email booking enquiries with aim of converting into a booking.
- Accurately creating, inputting and managing reservations in property management system (PMS).
- Conduct check-in/check-out processes and settle guest accounts proficiently to provide an exceptional customer experience.
- Assist guests regarding onsite facilities and associated directions in an informative and helpful way.
- Provide guest luggage assistance as required.

- Address guest issues or concerns quickly and professionally, ensuring resolution and guest satisfaction or escalating to leadership as needed.
- Share local information pertaining to dining, attractions and dining. Promoting The Lodges and Campus amenities such as Routes Eatery when applicable.
- Support smooth daily operations through effective communication and collaboration with Room Attendant Team to ensure accurate room status (vacant, occupied, dirty, clean) and availability for arriving guests.
- Assist Front Desk Supervisor with daily room assignments and creation of room blocks as necessary.
- Collaborate with other team members and departments to assist with event logistics, accommodation setup, and maintenance coordination.
- Encourage positive guest reviews and repeat stays.
- Ensure the Front Desk and lobby area is presentable and welcoming at all times.
- Follow all outlined company health and safety policies and procedures.
- Completes additional project work (within scope) as assigned by the Manager, Student Housing Services.
- Performs duties related to the qualifications and requirements of the job.

REQUIRED TRAINING AND EXPERIENCE

- Previous hotel experience within a front desk / rooms division role or currently studying a Tourism / Hospitality course

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Fluent in English, both verbal and written.
- Strong interpersonal skills and a high degree of approachability and empathy.
- Excellent intercultural communication skills with the ability to work positively in diverse communities.
- Ability to work both independently and collaboratively as part of a team.
- Strong critical thinking skills and ability to make decisions under pressure.
- Skilled in planning, time management, and attention to detail, particularly regarding programming and events.
- Physically capable of performing manual tasks, including lifting, bending, and standing.
- Ability to work a flexible schedule requiring various shifts, including weekends and holidays.
- Ability to maintain confidentiality in accordance with freedom of information and protection of privacy (FOIPOP) regulations, and deal with sensitive issues with tact and diplomacy.