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## Job Description

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**Position:** Assistant Front Office Manager      **Employee Classification:** Exempt  
**Department:** Front Office  
**Reports To:** Front Office Manager

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### **Position Scope**

Assists the Front Office Manager in the daily running of front office operations, managing the staff and the daily activities. Act as the Manager On Duty for the hotel in the absence of the Front Office Manager, dealing with all issues that may arise.

### **Essential Duties and Responsibilities**

1. The Hay Adams handbook, the department operation manual and hotel policies and procedures are part of this job description.
2. Manage the AM and PM shifts in the front office, making sure all employees perform the tasks assigned to them and coordinate the front office activities with other departments.
3. Implement and manage all standards relating to areas supervised. Monitor activities of all employees in the front office making sure they adhere to the guidelines set in the standards of excellence, employee handbook and hotel policies and procedures, correcting and coaching where needed.
4. Act as manager on duty for the hotel, dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.
5. Aware of any VIP arrivals, special requests and repeat guests. Check accommodations, making sure any special requests are carried out, greet them on arrival and escort to room if appropriate.
6. Inform all front office staff of daily activities, VIP arrivals, group activity etc.
7. Must be able to do scheduling, payroll and other paperwork (accounting, HR etc.)
8. Attend to the normal duties of the Front office manager in their absence.
9. Must be able to perform any tasks or duties of any employee in the front office.
10. Consistently strive to achieve maximum performance. Promote a professional service orientated environment at all times.
11. Assist the Front Office Manger in implementing and enforcing financial controls throughout the front office, helping with control of operating expenses and purchasing.

12. Must be fully aware and able to re-enforce all fire-life-safety procedures. Remain current in all updates with regards to new procedures and training. Is a member of the hotel's emergency response team. Ensure staff is fully trained in emergency procedures.

13. Perform any other responsible duties as required and directed.

### **Qualifications**

To perform this job successfully an individual must be able to perform each essential duty to a satisfactory standard. The requirements listed below are representative of the knowledge skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Supervisory Responsibilities**

This position supervises Guest Services Representatives, Bell Staff, Door Person and Lobby Ambassador. They also supervise all hotel employees indirectly acting as the manager on duty.

### **Education and Experience**

High School diploma, general education degree, international equivalent or three to six months experience in a related field required. College degree preferred, previous front office experience in a luxury property required. Previous supervisory/management experience required. Previous customer service experience preferred. General computer experience required. Hotel management computer systems experience preferred.

### **Language Skills**

Must have good knowledge of English, ability to speak clearly read and write. Must be able to listen or read instructions, memos, short correspondences and messages. Must have ability to write memos, short correspondences or messages. A second language preferred.

### **Mathematical Skills**

Must have good mathematical skills, ability to add, subtract, divide and multiply six digit numbers with decimals. Ability to work out percentages and discounts Good understanding of financial documents, daily reports, P&L accounts and budgets.

### **Reasoning Ability**

Ability to carry out detailed, involved instructions both written and oral, using common sense understanding required. Ability to deal with problems in a calm professional manner required. Ability to multitask handling many different issues at one time, prioritizing the issues and taking care of them.

### **Physical Ability**

Ability to stand in a confined environment for long periods of time is required. Ability to spend long hours moving around, walking, sitting, standing, and crouching while performing duties. Must be able to work well under pressure and in emergency situations. Ability to occasionally lift up to 50lbs.

*The Hay-Adams Hotel offers competitive salaries and excellent benefits, including medical, dental, vision and 401K retirement plan.*

*EEO Employer*

*Please submit your resume and cover letter to: [hrmanager@hayadams.com](mailto:hrmanager@hayadams.com) or fax 202.639.9743*