



## Front Desk Assistant Manager

Reporting to the Guest Experience Manager, the Front Desk Assistant Manager leads the Front Desk team in anticipating and serving guest needs and surpassing their expectations. This position is primarily responsible for leading the Front Desk team in checking in and greeting guests; orienting guest and answering questions; booking additional services such as Healing Arts and ticketed events; and handling transactions in the retail outlet adjacent to the front desk. The Front Desk Assistant Manager works closely with the Reservations Assistant Manager to ensure all Guest Experience Associates are working in unison and are cross-trained to provide a smooth and guest-focused service. He/she assists the Guest Experience Manager and the Reservations Assistant Manager in assuring a welcoming and seamless guest experience from the pre-arrival, through stay, and post departure.

The primary aim of this position is to generate high levels of customer satisfaction and engagement and staff effectiveness in alignment with the 1440 Multiversity mission and organizational processes. The Guest Experience team works with other operations teams to ensure that the campus, staff, and operations support a guest experience that is exceptionally welcoming, memorable, and fully supportive for learning and connection, such that guests want to return again and again.

### Essential Skills and Experience

- Proven effectiveness as an independently motivated, innovative, and results-oriented leader and strong team member in customer service management. Bachelor's degree in Hospitality or Business Administration preferred but not required.
- Ability to build effective, lasting relationships with guests and staff through leadership, excellent spoken and written communication, listening and interpersonal skills.
- Impeccable character, keeping confidentiality and skillfully and gracefully resolving issues.
- Attention to detail and ability to strategize, plan, implement and solve problems.
- Solid ability with basic computer programs for creating documents and budgets, as well as ability to master utilizing hospitality software.
- Strong orientation towards 1440 Multiversity's mission and core values.
- Bilingual a plus.
- Highly qualified candidates may have opportunities for additional leadership in this role.