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**Outstanding Workplace of the Year Award, Chamber of Commerce  
Employer of the Year Award, Tourism Vancouver Island  
Co-op Education Employer of the Year Award, Camosun College**

**Job Title:** Front Desk Agent

**Job Type:** Permanent. Hours of work per week will vary based on hotel occupancy

**Signing Bonus of \$500 plus:**

**Wage:** \$20.50 per hour plus commissions plus a comprehensive extended health benefits package

**Summary of Position:**

To represent Inn at Laurel Point in all guest interactions as an “Elegant, Pacific Rim Inspired waterfront inn where memories are created. As a Front Desk Agent, your primary responsibility will be the check-in and check-out of our guests and answering any hotel and Victoria area related questions.

**Responsibilities:**

- Demonstrate a commitment to provide warm, anticipative service to exceed the needs and expectations of our discerning guests through attention to detail and recognition
- Answer & appropriately qualify all incoming calls on multi-line telephone system
- Efficiently & accurately process check ins and check outs
- Assist when needed in Coordinating dinner reservations, airline and train accommodations, sedan transfers, and other guest requests
- Gather and maintain knowledge of new and existing services available to hotel guests
- Maintain a high level of professionalism in all aspects of job performance in accordance with our Values of Respect, Excellence, Curiosity, and Stewardship
- Ensure that Laurel Point Inn Service Standards are adhered to in an effort to consistently offer the best service possible
- Energize the Laurel Point Inn brand by promoting guest loyalty and local recognition
- Assist both internal and external guests to the best of your abilities
- Assist in necessary day to day operations of the Front Office
- All other duties as assigned

**Reports To:** Front Office Manager

**Qualifications:**

- Previous experience as a hotel Front Desk Agent an asset
- Previous multi-line telephone and reservations experience an asset
- Previous experience with OPERA Property Management System or other property management systems an asset
- Previous cash handling and processing experience an asset
- Working knowledge of Word, Excel and other computer related programs an asset
- Passion for guest service
- Excellent interpersonal and time management skills

- Exceptional communication skills, both written and oral
- Must be a team oriented & motivated individual
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Exceptional knowledge of Victoria and surrounding area and attractions an asset
- A resourceful personality
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

**Job Requirements:**

- Flexible availability for shifts: will be scheduled for a combination of early morning shifts, day shifts, and late evening shifts
- Must be fully available to work weekdays, weekends and statutory holidays
- Ability to work overnight shifts, 10:30pm – 7am, as required
- Must be legally permitted to work in Canada

**Closing Date:** Please submit your application as soon as possible as applications are reviewed daily

**Apply Now!** Please email your resume to [careers@laurelpoint.com](mailto:careers@laurelpoint.com). For more information, please visit our Careers page at [www.laurelpoint.com/careers](http://www.laurelpoint.com/careers).

**What's in it for you?**

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant + patio staff discount - 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$500
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

**Thank you for considering Inn at Laurel Point as your employer of choice!**