

# KENNICOTT *Glacier Lodge*

**Job Title:** Front Desk/Customer Service Agent  
**Supervisor:** Christina Kirkwood  
**Work Dates:** May 18 to September 8, 2019

## **Position Description:**

This is a versatile, front line position which combines the duties of host, front desk attendant, concierge, shuttle driver, reservation agent, cashier, and data entry clerk.

This person is critical to the Guests services mission of Kennicott Glacier Lodge and we are looking for someone who will help us exceed our Guest's expectations and make sure they have an excellent visit to Wrangell-St. Elias National Park.

## **Responsibilities:**

- Greet and interact with Guests in a friendly, welcoming, and professional manner
- Perform all Guest Check In and Check Out procedures including showing Guests to their room
- Answer Guest questions and arrange Guest activities
- Answer phones and take reservations
- Coordinate and communicate with other departments
- Create and update dinner reservation list
- Process cash and credit card payments
- Drive the shuttle van (we provide transportation between the end of the McCarthy Road or McCarthy Airstrip and the Lodge for all arriving and departing Guests)
- Maintain a clean and neat front desk area
- Various other tasks as needed

## **Work Schedule:**

This position works 8 to 9.5 hours per day, five days per week, and may include some split shifts. The first shift begins at 7am and the last shift ends at 10:30pm

## **Compensation and Benefits:**

- \$13.50 per hour
- Free housing and three meals each day
- Transportation between Anchorage and Kennicott Glacier Lodge at the beginning and end of work dates
- Split of Lodge Guest gratuities (Tips = \$300 to \$500 per month in 2018)
- Performance bonus of \$150 per month for completing agreed work dates

**Key Requirements:**

- Ability to communicate clearly and professionally in person and by telephone
- Friendly and outgoing when interacting with Guests
- Organized and detail oriented
- Ability to be calm, polite, and patient in a busy environment
- Previous customer service/hospitality experience is preferred but not required
- Must be 21 years or older
- Must have a current driver's license and clean driving record for the past three years

**Working Conditions & Physical Demands:**

When driving the shuttle van, the Front Desk agent must be willing and able to assist Guests with transferring baggage into and out of the shuttle van and Lodge.