

SHADOWCLIFF POSITION DESCRIPTION: Front Office Manager

JOB TITLE: Office Manager

REPORTS TO: General Manager and Assistant Manager

STATUS: This is a part-time position for the seasonal term of the employment, serving an average of 25 hours per week spread out over three to five days per week.

Summary

The primary purpose and function of this position is help with the day to day oversight and operations of the Front Office. Responsibilities include working with a diverse group of people, answering phones, working the reservation system, responding to emails, other office related tasks, and laundry activities. Some supervision required. If the skills and savvy are present, helping with the seasonal marketing and communications efforts may also be an option. Schedule set by the Shadowcliff management team.

Essential Functions

- I. Interact with a diverse group of people in person, on the phone, and electronically, including customers, volunteers, and staff, always reflecting our core of hospitality and equality;
- II. Computer skills, including word processing, email, and running the cloud-based reservations system;
- III. Limited supervision of Rotating Staff and some volunteers;
- IV. If skills, knowledge, and desire are present, helping with the seasonal marketing and communications efforts such as social media, TripAdvisor, etc.

Knowledge and Background Requirements

- Experience with computer and office systems- preference given for experience with Google Office Suite and WebRezPro;
- Joyfully interacting with diverser group of people;
- A professional attitude and appearance and the ability to work effectively with staff and volunteers;
- Ability to work multitask and work with limited resources;
- Background check required.

Positions Supervised

Limited supervision of seasonal Rotating Staff and volunteers, as designated by the Shadowcliff management team.

Critical Job Elements

- Extended work hours sometimes required
- Ability to perform essential functions satisfactorily
- Ability to make decisions under time pressure
- Maintain a calm presence when faced with challenging guest related situations

Compensation

The Shadowcliff Office Manager will be compensated with an hourly rate of \$10 and food while on-site.

This position does generally not qualify for on-site lodging or meals during off duty hours, however this will be considered if the Office Manager is the partner of another Shadowcliff employee requiring on-site lodging. If approved, an addendum to this description will be made.

www.Shadowcliff.org