

Manager on Duty

Holiday Inn & Suites

Holiday Inn & Suites, Downtown Duluth, is seeking a dynamic and experienced individual to join our team as a Manager on Duty. This position requires a strong commitment to guest satisfaction, exceptional leadership abilities, and a proven track record in the hospitality industry.

Responsibilities:

- Serve as the lead for the front desk team, providing direction and support to ensure efficient and high-quality service.
- Supervise shift activities, including guest check-in/check-out, room assignments, and guest inquiries.
- Address guest complaints, concerns, or special requests in a timely and professional manner.
- Coordinate with housekeeping, maintenance, and other departments to ensure room readiness and guest satisfaction.
- Monitor and manage front desk staff performance, ensuring adherence to company policies and standards.
- Assist in training and development of front desk associates, reinforcing best practices and standard procedures.
- Manage daily reports, cash handling, and ensure accuracy of shift close-out procedures.
- Act as the primary point of contact in the absence of senior management, making key decisions as necessary.
- Ensure the lobby and front desk area remain organized, presentable, and stocked with necessary supplies.
Facilitate clear communication between shifts to ensure smooth transitions and continuity of service.
- Promote a positive and collaborative work environment, encouraging teamwork and engagement among front desk staff.

Qualifications:

- Prior experience in front desk operations, preferably in a lead or supervisory role is preferred.
- Strong communication and problem-solving skills.
- Ability to multitask and remain calm under pressure.
- Excellent customer service skills with a guest-first mentality.
- Knowledge of property management systems (PMS) and general hotel operations.
- Availability to work flexible shifts, including nights, weekends, and holidays as required.

Pay: Starting at \$18 per hour

Shift:

- PT and FT positions available. Day, Night, Weekend shifts.

We offer a competitive salary, benefits package, and opportunities for career growth. If you are a dedicated and results-oriented individual who thrives in a fast-paced environment, we encourage you to apply.