



Heart Lake Program Center
1002 Adirondack Loj Road
Lake Placid, NY
518-523-3441 | jobs@adk.org

ADIRONDAK LOJ FRONT DESK STAFF

ADK (Adirondack Mountain Club) works to protect New York State wild lands and waters by promoting responsible outdoor recreation and building a statewide constituency of land stewardship advocates. Since 1922, the organization has worked to increase access to the backcountry by building trails, conserving natural areas, and developing a stewardship community that supports the ethical and safe use of New York's outdoor spaces. A member, donor, and volunteer-supported organization, ADK reaches across New York through its 25 chapters to inspire people to enjoy the outdoors ethically.

POSITION SUMMARY

Adirondak Loj Front Desk Staff are responsible for creating a welcoming atmosphere for guests, managing reservations and transactions, and communicating with numerous departments. Ensuring that Adirondack Mountain Club's guests are well-informed about their stay is central to the Front Desk Staff's daily work. This also includes connecting guests with other staff who can answer questions about trail conditions, education programs, and other functions key to the Adirondack Mountain Club's operations.

In addition to supporting guests, Front Desk Staff also share the ADK's mission and opportunities to get involved as a member, donor, and volunteer.

KEY RESPONSIBILITIES

Guest Services – 70%

- Encourage a friendly, welcoming atmosphere at the Adirondak Loj
- Answer and direct incoming calls
- Inform guests of Loj rates and services
- Make and confirm reservations for guests
- Check guests in and out
- Confirm relevant guest information
- Verify credit cards for authorization
- Direct guests to their rooms
- Compute all guest billings and accurately post charges to guest rooms and house accounts
- Listen and respond to guest inquiries and requests both in-person and by phone
- Review accounts and charges with guests during the checkout process
- Process accurate payment of guest accounts
- Ensure smooth and efficient operation of the front desk with high attention to detail
- Promote ADK membership as part of a larger effort to support the goals and objectives of the Adirondack Mountain Club
- Take care to assure safe and accurate cash storage and transactions
- Maintain a neat and orderly front desk and reception area

Communication – 30%

- Communicate with necessary staff including Loj Crew and maintenance to address any problems or complaints made by guests
- Coordinate with Chefs and Loj Crew regarding daily meal counts and special meal events
- Coordinate with Education staff regarding program reservations
- Coordinate with the Trails Volunteer Coordinator about program registrations
- Communicate with staff at Johns Brook Lodge (JBL) to ensure accurate reservations for the JBL facility
- Provide accurate information about local attractions and services
- Provide reliable, objective backcountry and miscellaneous information to the public or direct them to other resources
- Respond to emails
- Monitor visitors to the Adirondak Loj
- Share rules and policies of the Adirondak Loj

QUALIFICATIONS

Basic:

- Ability to thrive in a busy and fast-paced work environment
- Detail-oriented
- Physical ability to go up and down stairs
- Clear speaking voice
- Understanding of and interest in the mission and goals of the Adirondack Mountain Club
- Clear and legible handwriting
- Will pass a background check upon hire

Preferred:

- Experience in lodge/bed and breakfast field and customer service with an emphasis on telephone skills

BENEFITS AND COMPENSATION

Reports to: Front Desk Manager

Supervises: N/A

Classification: Full-time, Seasonal, Non-exempt

Salary/Wage: \$15.50/hour

Benefits: Paid sick time

Perks: Free ADK membership; option for Leave No Trace Trainer workshop; free ADK workshops; discounts on store merchandise and rental equipment.

Housing: Shared on-site housing available at Heart Lake Program Center with three meals a day for a small deduction.

ORGANIZATIONAL STATEMENT

As an organization, we appreciate a diverse set of skills and candidates eager and willing to grow and learn with our organization. As such, our job descriptions are general overviews, not a mandatory comprehensive list. If you feel passionate about our efforts and believe that you have the skills and aptitude to succeed in this role, we want to hear from you.

ADK affirms its commitment to equal employment opportunity for all individuals. Decisions about recruiting, hiring, training, promotions, compensation, benefits, and all similar employment matters are made in compliance with all federal, state and local laws and without regard to race, color, religion, gender, ethnic or national origin, age, physical or mental disability, sexual orientation, gender identity, familial status, military status or any other classification protected by federal or state law. Any discrimination in the workplace against persons protected by equal employment opportunity laws is illegal and against policy.