

ADIRONDACK 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 chapters to inspire people to enjoy the outdoors ethically.

POSITION SUMMARY

Adirondack Loj Front Desk Staff are responsible for creating a welcoming atmosphere for guests, managing reservations and transactions, and communicating with all departments within the organization. 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 ADK's operations.

In addition to supporting guests, Front Desk Staff also share the Adirondack Mountain Club'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 Adirondack Loj
- Answer and direct incoming calls
- Inform guests of Loj rates and services
- Make and confirm reservations for guests
- Check in and check out guests
- Confirm relevant guest information
- Verify credit cards for authorization
- Direct guests to their rooms
- Compute all guest billings, accurately post charges to guest rooms and house accounts
- Listen and respond to guest queries and requests both in-person and by phone
- Review accounts and charges with guests during the check-out process
- Process accurate payment of guest accounts
- Ensure smooth and efficient operation of the front desk, with particular attention to detail and minimum error
- Promote ADK membership as part of a larger effort to support the goals and objectives of ADK
- 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 the Chefs and Loj Crew regarding daily meal counts and special meal events
- Coordinate with the Education staff regarding program reservations
- Coordinate with the Trails Volunteer Coordinator regarding volunteer trails program registrations
- Communicate with staff at Johns Brook Lodge 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 sources
- Respond to emails
- Monitor visitors to the Loj
- Share rules and policies of the Loj

QUALIFICATIONS

Basic:

- Ability to thrive in a busy and stressful work environment
- Detail-oriented person
- 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

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: \$16.50 / hour

Perks: Free ADK membership; option for Leave No Trace Level I 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.