



Position Title: Resident & Guest Services Desk Manager
Office: Public Safety & Resident & Guest Services
Reports To: Director of Public Safety, Resident & Guest Services

Resident & Guest Services Desk Manager

The I-House Public Safety & Guest Services Department is looking for a talented individual with a proven ability to manage daily desk operations. The candidate must have the ability to build a collaborative and high performing operations team and have the ability to connect with and manage people effectively. This includes the ability to provide leadership to the team, develop staff performance metrics and success plans, represent the team to resident, internal staff, and other stakeholders, and help to ensure that desk operations are professional, efficient, and courteous to all residents, staff, and visitors. The candidate is expected to develop a monthly report that details all aspects of the operations that can be measured and improved upon, and will share the results with the Director of Public Safety and the VP, Facilities & Site Operations, for review and discussion.

Some standard assessments to include are:

- SWOT Analysis: strengths, weaknesses, opportunities, and threats
- Current State Analysis
- Monthly / Quarterly / Yearly Benchmarking

Knowledge, Skills and Abilities:

- Must be an excellent communicator, understanding the importance of verbal and nonverbal communication to employee and resident/guest relations
- Demonstrate the ability to effectively coordinate daily operations and provide oversight and managerial guidance to a diverse, motivated work staff
- Must possess excellent verbal and writing skills in English to effectively communicate to all individuals
- Outstanding attention to detail and accuracy
- Able to use their authority, knowledge, and judgment to effectively respond to requests of all nature and complexities
- Ability to learn and adapt to the operations newly implemented policies and procedures and correctly communicate that information to community members
- Ability to multitask and stay focused on operational needs as well as people needs.

Working Conditions:

- Varied shifts required, including evenings and weekends
- May work extended hours.

Key Responsibilities:

- Supervise Resident & Guest Services staff and all desk-related activities
- Train Resident & Guest Services team members and manage shift schedules
- Communicate all department policies and procedures to Resident & Guest Services team members
- Conduct regularly scheduled meetings with the team to provide important I-House communications, policy updates/reviews, goals, etc.
- Respond to resident questions and concerns related to department policies, Staff performance and procedures
- Maintain office supplies and equipment
- Complete payroll for Resident & Guest Services team members
- Maintain the visitor registration system by ensuring all resident accounts are accurately up to date and in good standing
- Conduct annual performance reviews for the Resident & Guest Services desk staff
- Serve as an after-hours additional point of contact for all desk concerns.

Requirements

- Minimum qualification – Bachelor’s degree and 3+ years of management experience in a hospitality setting preferred
- Solid knowledge of MS Office, particularly Excel and Word
- A minimum of 4 years of experience as a Front Desk Manager or similar
- Excellent written and verbal communication skills
- Strong organizational and time management skills
- The ability to provide exceptional customer service
- Good leadership and training abilities.

Salary Range:

\$55,000 - \$65,000 per year, commensurate with experience

How to Apply:

Please submit a cover letter and resume via e-mail to agordon@ihouse-nyc.org with “Desk Manager” in the subject line. The application deadline is August 30, 2022 (or until the position is filled).

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