



Front Office Manager - The Juniper Hotel & Bistro

The Juniper Hotel and Bistro is a boutique 52-room property that accommodates visitors and groups from all over the world. Located in a remote woodland setting next to an ancient archaeological site and a wildlife movement route, our hotel offers spectacular views across the Bow Valley. As Front Office Manager, you will champion outstanding guest service and revenue maximisation at the hotel. You will lead a small team of front desk agents to exceed guest expectations while managing our rooms inventory across various sales platforms. Attention to detail, prudence and friendliness are necessary skills to perform well in this role.

What you'll do:

- Perform all front desk tasks including the check in & check out of guests, processing payment, confirming bookings, and assigning rooms.
- Respond to guest requests, inquiries or complaints
- Work with the hotel management team to implement tactics to maximise revenue and improve guest service
- Oversee FIT & OTA billing and reconciliation
- Review and update OTA inventory
- Lead front desk team operations including scheduling, training and performance management
- Process front office cash and perform bank deposits

What you have:

- A minimum of 2 years hotel front desk work experience
- Knowledge of property management systems and OTA updating
- Experience of supervising and supporting a team
- Flexibility to work a variety of shifts including weekends
- Your own vehicle and valid driver's license
- Demonstrated values aligned with the Juniper's commitment to community, art & nature.

What's in it for you:

- The diversity of working with a locally owned, rapidly growing business
- A rewarding, positive and creative work environment
- Competitive wage
- Staff Accommodation (subject to availability)
- Generous restaurant and hotel discounts, complimentary canoe passes, winter ski pass program

How to Apply

If this role resonates with you and you have the skills to contribute to our company's triple bottom line we'd love to hear from you. To apply, please email your cover letter and resume to Human Resources at recruitmentarctos@gmail.com