



# POSITION DESCRIPTION

## Bay Mills Resort & Casinos

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<b>POSITION:</b>	<b>Front Desk Supervisor</b> (Part Time & Full Time Available)	<b>LICENSED:</b>	Yes
<b>DEPARTMENT:</b>	Hotel Department	<b>GRADE:</b>	20 (\$16.54-24.81)
<b>REPORTS TO:</b>	Front Desk Supervisor II	<b>STATUS:</b>	Non-Exempt

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### **POSITION SUMMARY:**

Under the direction of the Front Desk Supervisor II, the Front Desk Supervisor assists with the training, monitoring, and other hands on basic supervisory responsibilities needed to provide high quality service to guests of the Hotel.

### **ESSENTIAL FUNCTIONS:**

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Performs all duties of the Front Desk Clerk, as required (see Front Desk Clerk Position Description).
3. Assists with implementing departmental policies and procedures to ensure complete guest satisfaction.
4. Responsible for the on-going training, motivating, and evaluation of the Front Desk Staff.
5. Responsible for covering shifts when needed.
6. During each scheduled shift, they will visit each area and ensure all staff is informed of any events, changes, or other pertinent information needed.
7. Ensure that employees report to work at scheduled times, properly uniformed, and in proper hygiene.
8. Make sure that staff is trimmed early when a lack of business.
9. Assists in interviews and evaluates employment applicants screened by the Human Resources Recruiter and recommends for hire the best available applicant for the needs of the business.
10. Works closely with the Front Desk Supervisor II in facilitating desk promotions.
11. Provides hands on supervision for front desk personnel.
12. Reports all employee/guest conflicts to the Front Desk Supervisor II.
13. Assists the Front Desk Supervisor II in providing a positive work environment.
14. Maintains and ensures incoming groups are set for arrival, i.e. rooming, package issuance, and billing.
15. Ensures daily package issuance is performed correctly by staff.
16. Responsible for maintaining office supplies and equipment for front desk and administrative offices.
17. Responsible for maintaining employee files by filing employee paperwork and typing when needed.
18. Assists in completing employee evaluations when due. Evaluations are submitted to the Front Desk Supervisor II for review. Supervisor delivers evaluations.
19. Responsible for issuing employee paperwork for staff when needed, i.e. late absence reports and action notifications (subject to review by *Manager* before issuance).

20. Responsible for learning and following daily policies and procedures for the Hotel Department and Bay Mills Resort & Casinos.
21. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing, including Title 31.
22. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
23. Other duties may be assigned within the scope and complexity of this position's essential functions.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. They are occasionally required to squat, crawl, reach above shoulder level, crouch, and kneel. The employee must frequently lift and/or carry up to 25 pounds and occasionally lift and/or carry up to 75 pounds.

**POSITION REQUIREMENTS:**

1. Must have a high school diploma or equivalent.
2. Must have one to three years' experience in Front Desk Operations.
3. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
4. This may be restricted to qualified internal candidates already working within the Front Desk Department.
5. Excellent communication skills required.
6. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
7. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
8. Must have general computer skills.
9. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
10. Must have an excellent past work record, including attendance.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** OPEN UNTIL FILLED

**APPLY TO:** Send Resume and Application to:

Erin Forrester; HR Generalist  
Bay Mills Human Resources Department  
12124 W. Lakeshore Drive  
Brimley, MI 49715  
(906) 248-8526

[eforrester@baymills.org](mailto:eforrester@baymills.org)  
Subject: Front Desk Supervisor

\*\*Applications can be found on the Bay Mills website at [www.baymills.org](http://www.baymills.org) under the employment section\*\*

