



### **Front Desk Manager**

This position is located on Madeline Island, Town of La Pointe, Wisconsin. The responsibilities include but are not limited to managing the front desk, the rental property business, and the maintenance department. This includes all aspects of strategic and operational planning, budgeting, measurements of progress, as well as management of personnel. The position has significant liaison responsibilities with owners, guests, and the local community and beyond. **The position is full-time with salary and benefits established by the company.**

#### **RESPONSIBILITIES AND DUTIES**

- Serves as the contact person with rental owners, providing excellent communication and follow through with all areas of rental contracts and homes.
- Provides leadership to front desk staff, delegating administrative duties.
- Tracks ongoing tasks and issues across departments.
- Maintains the office flow of paperwork and organization.
- Manages the housekeeping department, working with the head housekeeper to attain knowledge of all rental units and the laundry facility.
- Oversees purchasing for the office and maintenance materials and needs.
- Oversees and organizes the maintenance department's tasks for all properties and rental units.
- Assists in training, reviewing, and hiring staff.

#### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

Knowledge and demonstrated experience in the implementation of standard business practices including bookkeeping, procurement, and records management.

Knowledge and demonstrated computer literacy in the use of standard software programs.

Knowledge and demonstrated experience in human resource management including the ability to supervise, develop job descriptions, coordinate performance standards and reviews, develop work schedules, and evaluate and counsel employees.

Demonstrated oral and written communication skills.

Demonstrated ability to work effectively with people.

Valid driver's license and ability to operate a motor vehicle.

Send resume to [theinn@madisland.com](mailto:theinn@madisland.com) or call 715-747-6315 ext 1 for more details.