**Front Desk Agent**

**Position Information**

Primary Location: On MV Isabelle X/ MCSV Saga-Company Vessels alongside Squamish, BC

Employee Status: Rotational

No. of Vacancy: 16

Company Operating Name: Bridgemans Crew Management Ltd.

Business Address: 2512 Yukon St, Vancouver, BC V5Y 0H2.

Terms of Employment: Rotational schedule

Language of Work: English

Benefits Package offered: Vessel Protection and Indemnity Insurance

Contact Information: careers@brgmans.com

**The Company**

Bridgemans Services Group LP (Bridgemans Crew Management Ltd.) provides flexible, full-service vessels for industrial workforce accommodation, logistics and ferry service at any location throughout the world. BSG customizes services to the exact needs and locations of clients, ensuring that solutions meet precise specifications, including logistics, crew transfers, housekeeping, catering and the fulfillment of all HSE requirements.

**Key Responsibilities**

Reporting to Hotel Manager the responsibilities and essential job functions include, but are not limited to, the following:

* Check in and check-out guests in a confident, professional, and friendly manner.
* Follow up with guest after check-in to ensure guest is satisfied with accommodations as well as offer any assistance.
* Anticipate guests’ needs, respond promptly and acknowledge all guests with the highest level of hospitality, however busy and whatever time of day.
* Provide gracious and efficient telephone service. Calls should be answered promptly and knowledgeably, always ensuring complete and accurate information.
* Review arrivals, noting special requests, and blocking rooms as necessary.
* Complete all items as listed on shift checklists.
* Bucket checks to be performed by each shift to verify data as it pertains to the Bechtel accommodations lists and guest signature on Check In Slip.
* Prepare statistical & daily reports.
* Issue guest safety deposit boxes as requested.
* Advise guest of any messages, mail, faxes, etc. received for them.
* Communicate services and in-house amenities to guests.
* Take, record and relay messages accurately, completely and legibly.
* Communicate pertinent guest information to designated departments/personnel
* Meet with departing Front Desk Agent to review business status, log book, and follow up items.
* Provide Concierge service – knowledge of local restaurants, local attractions, guest amenities, guest activities and events on board the Vessel.
* Knowledgeable of Vessel fire and emergency procedures.
* Keep the front desk as well as lobby areas clean and well organized.
* Assist with reservations in a professional manner.
* Legibly document maintenance needs in front desk log and submit to Manager.
* Maintain complete knowledge at all times of:

- All Vessel features/services, hours of operation.

- All room types, numbers, layout, décor, and locations.

- Daily house count and expected arrivals/departures.

- Room availability status for any given day.

- Scheduled daily events & activities.

* Balance all miscellaneous income departments against vouchers and property management system totals.
* Initiate the Night Audit process in the Property Management system.
* Prepare all next day guest reservations arrivals Check In Slips.
* Prepare all management reports for vessel management.
* Prepare appropriate housekeeping reports for the next business day.
* Assist with responsibilities and duties in the absence of or due to heavy volume in the areas of Concierge, Tour Host, Lobby coverage, and any other department that requires assistance.

**Qualifications**

* STCW Basic Safety Courses
* Seafarer's Medical Certificate
* Excellent communication and interpersonal skills
* Strong attention to detail and ability to multitask in a fast-paced environment.
* Be able to work in a standing position for long periods of time.
* Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness, and work with a minimum of supervision.
* Ability to accurately compute and manipulate mathematical calculations.
* Ability to solve practical problems and deal with a variety of concrete variables in situations where limited standardization exists
* Ability to effectively deal with internal and external customers.
* Ability to work under pressure during the check-in/check-out process and to handle multiple tasks at once.
* Punctuality and regular, reliable attendance
* Honesty and Integrity

**Working Conditions**

* Constant standing and walking throughout shift
* Frequent lifting and carrying up to 50lbs
* Frequent kneeling, pushing, pulling and lifting
* Occasional ascending or descending ladders, stairs and ramps

At Bridgemans Services Group LP (Bridgemans Crew Management Ltd.) we believe that each employee contributes directly to our growth and success. We are committed to workplace excellence, safe work environments and the communities where we work and live. Bridgemans Services Group LP (Bridgemans Crew Management Ltd.) hires on the basis of merit and is committed to Employment equity and development.