

FRONT OFFICE SUPERVISOR

THE ASSEMBLAGE JOHN STREET

COMPANY NAME	THE ASSEMBLAGE	EMPLOYMENT TYPE	FULL-TIME
LOCATION	17 John St. New York, NY 10038	JOB TITLE	Front Office Supervisor
DEPARTMENT	Front Office	REPORTING STRUCTURE	House Manager

Who We Are

The Assemblage is a collaborative space and home for a community of individuals who believe the world is on the verge of a collective conscious evolution; transitioning from a society defined by the delusion of individualism and separation into one of mutual interconnectedness. We aim to be at the intersection of capital, technology, and consciousness.

Ultimately, we are a community, with homes both tangible and cultural. The Assemblage NoMad and The Assemblage John St are the first physical manifestations of this community, providing social, co-working, co-living as well as program & event spaces where our members can develop themselves professionally and personally.

We are extremely passionate about our project, our mission and our ethos. We seek candidates who can bring their unique perspective to this distinctive opportunity.

Kokua Hospitality is a national hotel and resort management company affiliated with The Chartres Lodging Group. With home bases in San Francisco and Chicago, we manage properties throughout Hawaii, Napa, San Francisco, Chicago, Austin, and New York City. The word "kokua" is Hawaiian for "to serve, assist, cooperate and pursue knowledge." Kokua Hospitality manages operations for The Assemblage and is facilitating the creation and development of this unique community.

Essential Responsibilities

- Assist with ensuring qualified personnel are selected, hired, and trained in all areas of responsibility.
- Communicate performance expectations in accordance with job descriptions for each front office position and monitor progress.
- Keep all personnel well informed of department objectives and house policies.
- Assist with house controls – opening and closing house.
- Assist with establishing and maintaining close working relationships with all departments of the house to ensure productivity, morale, and member/guest satisfaction.
- Develop relationships with house members, hotel guests, group contacts etc. to increase retention.
- To be responsible for assisting with the smooth function of the front desk and the guest arrival/departure experience
- Assist with ensuring that all documents related to the operation of the department are being kept up to date and that all records are correctly maintained and filed.
- Assist with ensuring the front desk activities are aligned with Assemblage's Ethos, and our Core Values are implemented/adhered to.
- To assist in maintaining the departmental standard operating procedures.
- To assist with departmental communication in the form of meetings, one on one communication, and written communication as necessary
- Assist with recognizing team members who exceed the expectations of guests and who excel.
- To ensure that associates also provide excellent service to internal customers in other departments as appropriate.
- Assist with handling all guest, member, and internal customer complaints and inquiries in a courteous and efficient manner, following through to make sure problems are resolved to complete satisfaction.
- Assist with managing online reputation by monitoring, reporting, & replying to guest surveys and comment cards.
- Assist with ensuring that providing excellent customer service is a priority and that guest care is consistent with the goals of an upscale hotel. Goals will be set on a regular basis to ensure consistency throughout the Front Office Team.
- To be familiar with walking directions, public transportation systems, and area attractions to be an advocate of New York City and offer knowledge and assistance to guests.
- Assist with preparation of any group arrivals ensure all appropriate departments understand what is expected and all group requests have been met.
- Assist with managing long term lease agreements.
- Adhere to and assist with managing credit control procedures for all hotel guests, long term leases, and group accounts.
- Assist with training and development of all Front Office team members.
- Assist with management of payroll and scheduling for all Front Office team members.
- Assist with inventory & purchasing of department supplies.
- Perform other duties as assigned.

Requirements

- 3 years of previous manager experience
- Strong leadership abilities and team building skills
- Excellent problem solver with conflict management skills
- Works well in a team environment as well as independently
- Previous work experience in a Hotel ideal
- Proficient knowledge of Word, Excel, PowerPoint and Outlook.
- Energetic, charismatic professional with excellent written & verbal communication skills
- Ability to work well with all levels of management, executive leadership and support staff
- Available to work a flexible schedule including mornings, evenings, overnight, weekends & holidays

Benefits

- Paid holidays and personal time off (PTO)
- Excellent benefits upon your second month of employment including medical, dental, vision, EAP, and 401K
- Technology and expense reimbursements
- The Assemblage Membership program

Equal Opportunity Statement

The following statement, with respect to Equal Employment Opportunity, confirms and continues our established position: The Assemblage operated by Kokua Hospitality is an equal opportunity employer. Kokua does not discriminate on the basis of race, color, age, sex, religion, ancestry, national origin, mental or physical disability, marital status, military status, sexual orientation, or any other characteristic protected by law.