



## JOB DESCRIPTION

Bishop Paiute Tribe  
Bishop, California

**Position:** Front Office Manager  
**Department:** Wanaaha Hotel  
**Supervised by:** General Manager or Designee  
**Pay Grade:** E5 \$68,440 - \$95,816 DOQ  
**FLSA:** Full Time; Exempt

**Position Summary:** The Front Office Manager is a critical role in supporting the day-to-day operations of the front office, overseeing all front desk and guest services operations, ensuring an exceptional guest experience from check-in through departure, and ensuring that every guest enjoys a seamless, warm, and professional experience. This position is responsible for team leadership, ensuring guest satisfaction, and coordinating with other departments to achieve service excellence in alignment with established standards. This role is ideal for a hospitality professional with leadership experience, keen attention to detail, and a passion for delivering exceptional guest service.

**Indian Preference:** *The Bishop Paiute Tribe is an Equal Opportunity Employer within the confines of the Native American Preference and the Bishop Paiute Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self Determination and Education Assistance Act (24 U.S.C. 450. et seq.). 25 CFR 271.44 and other relevant laws.*

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **ESSENTIAL DUTIES:**

- Oversee daily front office operations, ensuring smooth check-in/check-out procedures.
- Promotes exceptional guest service standards by all staff assigned to the Hotel Operations in accordance with the established standards.
- Provide coaching, guidance, and oversight to front desk team members to maintain a high level of guest service.
- Manage guest concerns and service recovery with professionalism and empathy.
- Maintain high visibility in the lobby to ensure guest satisfaction and support staff.
- Coordinate with housekeeping and maintenance for room readiness and guest requests.
- Recruit, train, and manage front desk staff.
- Develop staffing schedules to optimize coverage and control labor costs.
- Conduct regular performance evaluations and provide coaching.
- Lead pre-shift meetings and promote upselling and service standards.
- Monitor department KPIs, including ADR, RevPAR, and guest satisfaction scores.
- Reconcile daily revenue, oversee night audit processes, and prepare operational reports.
- Reconcile the monthly GL and close accounts.
- Maintain records for guest feedback, incidents, and service logs.
- Facilitate guest concerns that impact hotel image and reputation.
- Ensure adherence to brand standards and internal policies.
- Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.

## Education and Experience:

- Bachelor's degree in hospitality management or a related field is preferred.
- Proficiency in hotel property management systems (e.g., OPERA, Cloudbeds, or similar).
- 3-5 years of hotel front office experience.
- Two (2) years in a supervisory or managerial role.

## Other Requirements:

- Strong interpersonal and leadership skills with a hands-on, guest-first approach
- Experience handling guest complaints, property emergencies, and team coaching.
- Experience with hotel management systems (PMS), Microsoft Office, and night audit processes.
- Ability to remain composed and professional under pressure and in low-light, late-hour scenarios.
- Exceptional attention to detail, time management, and guest communication skills.
- Must have and maintain a valid California Drivers' License and be insurable by the Tribe's existing automobile insurance policy.
- Requires flexible schedule, including weekends and holidays.
- Must have the ability to work with people from diverse cultures, ethnic, and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity, including but not limited to, appropriate greetings in the Paiute language, ceremonial and cultural event recognition, etc.
- Must comply with the Bishop Paiute Tribe's organizational policies.

## Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- *Decision Making* – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make a responsible decision.
- *Interpersonal Skills* - the individual maintains confidentiality, remains open to others' ideas, and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
- *Analytical Skills* - Ability to analyze operational, statistical, and financial information and draw logical conclusions; compare and interpret facts and figures.
- *Communication* – Ability to communicate clearly both verbally and in writing; ability to write clear and concise reports, memoranda, directives, and letters.
- *Customer Oriented* – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- *Time Management* – the individual prioritizes and plans work activities, uses time efficiently, and develops realistic action plans.
- *Detail Oriented* – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- *Adaptability* – the individual adapts to changes in the work environment, manages competing demands, and is able to deal with frequent change, delays, or unexpected events.
- *Reliability* – the individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.
- *Organized* – the individual keeps a clean and organized workspace and projects.
- *Motivated* – the individual inspires self and others to get the job done and follow through on tasks.
- *Technology Skills* – Operates various word-processing, spreadsheets, MIP, and database software programs in a Windows environment.
- *Safety Oriented* - aware of surroundings to maintain a safe work environment for community members and co-workers.

**Physical Demands/Work Environment:**

While performing the duties of this job, the employee is regularly required to stand, walk, and sit; use hands to handle or feel; reach with hands or arms; and talk or hear. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee may occasionally be required to lift and/or carry up to 50 lbs. Work is generally performed in an office setting and occasionally in an outdoor environment. Evening and/or weekend work may be required. Tight time constraints and multiple demands are common. Travel is required for training, meetings, conferences, presentations, and other events.

I hereby acknowledge that I have read and reviewed this Job Description with my Supervisor / Manager. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted job responsibilities/conditions.

**Employee**  
**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Manager/Supervisor:**  
**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_