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# Example of Front Office Job Description

Our growing company is searching for experienced candidates for the position of front office. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for front office

* Ensure goals are met from a measurement perspective - JD Power, LQA and CES
* Conduct regularly scheduled departmental meeting and ensure regular communication occurs within department
* Seeks feedback and perform follow up on guest satisfaction and deals with challenges in accordance with our Mission Statement and philosophy of employee participation
* Selects, trains, manages the performance of colleagues
* Focus on recruitment ensuring adequate staffing for peak seasons
* Responsible for scheduling as per labour standards and payroll for all Front Office colleagues
* Utilize Labour Management Program to assist with department scheduling
* Ensure lobby presence is maintained
* Maintain and revise department policies, procedures and service standards
* Greeting patients, answering phone calls/patient inquiries

## Qualifications for front office

* Student currently studying at an university necessary for the 'collaboration contract' (Spanish laws)
* Students need valid work papers to legally have permission to work in Spain
* Student must speak fluent English
* Student needs to have skills such as being open-minded, flexible, outgoing and energetic
* Flexible schedule including AM/PM Shift, Weekends, and Holidays
* Proven leadership abilities, in regards to coaching, developing, training, recruiting