



**Harrison Hot Springs Resort** is currently recruiting for the position of **PBX / Switchboard Operator**.

**About our company:**

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

**POSITION SUMMARY:**

The PBX / Switchboard Operator is responsible to handle all hotel communications via telephone, mail, messages, paging. This is a key critical communication post in the resort.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Keeps guests' names and room numbers are current.
- Uses consistent, standard phrasing to answer internal and external calls.
- Answers and redirects all calls promptly.
- Processes all incoming guest mail and forwards to Front Desk as required.
- Takes accurate messages and routes incoming correspondence.
- Initials and time stamps all messages.
- Forwards faxes and fax charges to the Front Desk promptly.
- Handles calls and pages for security and hotel staff.
- Files previous day's registration cards or forwards cards to reservations.
- Reports telephone problems to Front Office Manager and records trouble in the Switchboard Telephone logbook.

- Notes any problems, incidents or special requests (DND's) in the logbook.
- Enters wake-up calls into the guest wake-up memory. Checks to ensure accuracy.
- Processes all paper work immediately.
- Completes minor clerical duties for Front Office Manager.
- Completes any other job related duties that may be assigned from time to time including printing new vouchers.
- Assisting the Lakeside Café with Guest Balances on account.
- Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Completes rates and favours for the next day: includes assigning rooms and distributing to the appropriate departments.
- Other job related duties may be assigned.

#### **EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

- Completion of grade 12 education.
- Minimum of 1 year experience on a busy switchboard with multi-lines.
- An equivalent combination of experience and education will be considered.
- Superior communication skills in English, oral, written and on the telephone.
- Ability to present information and instructions to guests, suppliers, employees and managers of the resort.
- Ability to speak, read, and write in English.
- Ability to prepare routine reports, correspondence and memos.
- Ability to interpret documents, instructions and to apply commonsense understanding in situations where little standardization exists.
- Ability to give accurate direction in emergency situations.
- First Aid Level 3 certification would be an asset.
- Computer literacy.
- Experience with computerized message systems.
- Excellent communication skills.
- Excellent with guests and staff.
- Flexible to a changing schedule.
- A second language would be an asset.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at [www.harrisonresort.com](http://www.harrisonresort.com).

- **ONLY APPLICANTS LEGALLY ELIGIBLE TO WORK IN CANADA WILL BE CONSIDERED.**
- **FOREIGN APPLICANTS MUST INCLUDE A COPY OF THEIR CANADIAN WORK PERMIT FOR THEIR APPLICATION TO BE CONSIDERED.**