

ADIRONDACK MOUNTAIN CLUB

The Adirondack Mountain Club is a diverse organization with a threefold program of conservation, education and recreation. As the organization is diverse so are the job responsibilities of its staff and volunteers. This partnership between staff and volunteers is based on trust, respect and a mutual understanding of these responsibilities. The individual employee goals and responsibilities are outlined in the following job description:

JOB TITLE: Front Desk Staff

LOCATION: Adirondack Loj & Heart Lake Program Center, Lake Placid, NY

RESPONSIBLE TO/ EVALUATED BY: Front Desk Supervisor, Director of North Country Operations

TEAM COORDINATION WITH: HPIC personnel, JBL crew, Loj crew, and Loj Manager, Chefs

JOB DESCRIPTION: The Front Desk personnel are the first impression many guests get of the Adirondack Mountain Club and its facilities. Upon them lies the responsibility of creating a friendly and welcoming atmosphere, whether over the phone or in person. They are also responsible for the accurate transaction of all reservations, deposits and guest bills for all facilities.

RESPONSIBILITIES:

- Encourage a friendly, welcoming atmosphere at the Adirondack Loj.
- Ensure smooth and efficient operation of the front desk, with particular attention to detail and minimum error.
- Maintain accurate, up-to-date, legible records of occupancy, meal counts, reservations, cancellations, deposits, guest receipts, etc.
- Promote ADK membership as part of a larger effort to support the goals and objectives of the Adirondack Mountain Club.
- Take care to assure safe and accurate cash storage and transactions.
- Coordinate with the Chefs and Loj Crew regarding daily meal counts and special meal events.
- Provide reliable, objective backcountry and miscellaneous information to the public or direct them to other sources.
- Coordinate with the Education staff regarding program reservations.
- Coordinate with the Trails coordinator regarding Volunteer trails program registrations.
- Communicate with staff at Johns Brook Lodge to ensure accurate reservations for the JBL facility.
- Process incoming and outgoing mail effectively and efficiently.
- Supplemental duties/responsibilities to support other Club operations/functions as requested.

CANDIDATE PROFILE:

- Excellent interpersonal skills and an ability to work with a wide variety of guests, members and staff.
- Experience in lodge/bed and breakfast field and customer service with an emphasis on telephone skills.
- Ability to thrive in a busy and stressful work environment.
- Detail oriented person.
- Physical ability to go up and down stairs, clear speaking voice.
- Understanding of and interest in the mission and goals of the Adirondack Mountain Club.
- Clear and legible handwriting.

START DATE: February; year-round position

CLASSIFICATION AND WORK SCHEDULE:

- 5 days on (including weekends and holidays), 2 days off
- 40 hours per week
- Full-time Non-Exempt

COMPENSATION: \$11.80 per hour, benefit package including health insurance, vacation time, sick time, paid holidays, and retirement plan, on-site housing with board available for a small deduction, discounts on store merchandise, rental equipment, and ADK workshops; and the opportunity to spend time in an incredibly beautiful place.