



# BAHAMA BUCK'S FRANCHISE CORPORATION

## HOSPITALITY OFFICE SPECIALIST

**DEPARTMENT:** Hospitality

**REPORTS TO:** Manager of Communications

The hospitality office specialist position is responsible for coordinating and operating all front office area, including the reception space, mail, large purchasing requests, and facilities. Also responsible for directing and coordinating office services and related activities, including developing and coordinating programs for the maximum utilization of services and equipment. Responsible for providing arrangements for office meetings, when needed.

### Position Summary

At Bahama Buck's we're passionate about growing our team with the right people. This position will represent the Core Values of Bahama Buck's and must be a good steward of the Brand. This position will require cross-departmental communication and must have the willingness to achieve big-picture goals and be willing to assist in all special projects not limited to the job description below.

### Responsibilities

- Manages the first impression of Bahama Buck's Franchise Corporation for new guests
- Always communicates with a cheery disposition and acts as a concierge for the BBFC staff and guests
- Create and maintain a respectful and enjoyable environment
- Designates the maintenance and alteration of office areas and equipment, as well as layout, arrangement, and housekeeping of office facilities.
- Coordinates all "newbie" swag, including Support Center Team, New Franchise Welcome Kits, and Shop Opening Gifts
- Negotiates the purchase of office supplies and furniture, office equipment, etc., for the entire staff
- Maintains the maintenance needs of office equipment, including copier, fax, phone system, etc.
- Participates as needed in special department projects and corporate events
- Responsible for tracking, maintaining, and ordering all office/janitorial supply inventory

### Qualifications

- High school diploma or GED equivalent
- Must be self-directed and have strong organizational skills
- Must be proficient at problem solving
- Must be licensed to operate an automobile without hours of operations restrictions
- Working knowledge of mail processes such as postage machine, USPS, FedEx, and UPS
- Must have active listening skills to give full attention to others
- Excellent oral and written communication skills and the ability to communicate with all levels of the organization
- Must value respect for others
- Ability to problem solve and handle high-stress situations
- Must have basic knowledge of Microsoft Office and Google Suite

### Essential Functions

- Communicate with guests, staff, and other individuals to answer questions, disseminate or explain information, and address complaints
- Must be able and willing to multitask and not get flustered
- Answer telephones, direct calls, and take messages

- Operate office machines, such as photocopiers and scanners, voicemail systems, and computers
- Must have the ability to lift 20 pounds
- Must be able to work in an office environment
- Must have a servant's heart and willing to bless others
- Manage and maintain BBFC communication spreadsheets
- Must be financial stewards with BBFC funds, including corporate credit card, when spending and tracking purchases
- Manage and maintain BBFC communication spreadsheets

This job description is intended to describe the general nature and level of work being performed by the staff assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, or tasks which may be required to be performed in this position.

Bahama Buck's Franchise Corporation may amend, change, or modify the responsibilities and duties of this position to meet business needs as necessary. This job description does not constitute a contract for employment and may be changed at the discretion of Bahama Buck's Franchise Corporation without notice.