

Assistant House Manager: Seasonal Position

June - November

Thursday - Saturday, 8 am - 4 pm

The Assistant House Manager role primarily focuses on assisting the House Manager with the operations of our lodging program. Creating a welcoming and seamless experience for our guests while ensuring smooth daily operations. Someone in this role must be comfortable assisting guests and the public with restaurant-related issues. In addition to a daily continental breakfast for guests, we offer full-service dining in our restaurant and on Wednesdays through Saturdays.

Role Summary

As the **Assistant House Manager**, you'll be at the main point of contact for our guest—overseeing reservations, housekeeping, amenities, and day-to-day operations.

Key Responsibilities

Reservations & Front Desk Management

- Assist guests with reservations, ensuring a smooth booking process.
- Handle check-ins, check-outs, billing, and special requests.
- Respond to guest needs promptly and professionally.

Housekeeping & Property Standards

- Lead the housekeeping team to keep the inn spotless, well-organized, and inviting.
- Perform room and property inspections to maintain top-tier cleanliness and comfort.
- Assist House Manager in inventory management, ordering of linens, and housekeeping supplies.
- Assist with laundry operations in collaboration with House Manager, housekeeping, and vendors.

Guest Experience

- Be the go-to person for our guests
- Take ownership of guest concerns, resolving them proactively with a positive, solution-focused approach.
- Share insider tips on Brooklin and the surrounding area—recommend must-visit spots, assist with reservations, and stay informed about local events to enhance the guest experience.

What We're Looking For

- Experience in hospitality and/or event planning.
- A friendly, professional approach—high emotional intelligence is key.
- Excellent communication and interpersonal skills.
- Strong organizational skills and attention to detail
- Familiarity with restaurant POS systems and hotel and restaurant reservation software, but willing to train the right candidate..
- Flexibility to cover housekeeping shifts as needed.

Why Join Us?

- **Competitive salary** and paid time off
- **Supportive and respectful work environment**

We'd love to hear from you if you thrive in a dynamic, people-focused role!