

TONGLEN LAKE

LODGE

We are looking for a front desk agent to join our team!

Who we are: Tonglen Lake Lodge is a small, upscale lodge located just minutes away from Denali National Park. We are a seasonally run operation (mid-May through mid-September) with an onsite cafe and guest accommodations that include 11 private cabins and 5 guest rooms. Our Artisan Café and beautiful grounds are open to the public each morning and draw local artisans, community members, and performers for special events. Our team includes 10-12 seasonal staff and a small year-round team. Tonglen is a unique and beautiful place to spend the summer.

Duties include:

- Answer phones to communicate with guests for reservations and other inquiries.
- Support manager and owner in various office support tasks.
- Prepare for incoming guest stays.
- Show guests to their cabins/room, which includes shuttling their luggage in wheeled carts.
- Accommodate guest requests.
- Handle guest payments.
- Present a professional and neat front desk area.
- Assist guests with area activities and up-sell our lodge's services.
- Coordinate with local tour companies.
- Post on company's social media platforms.
- Submit weekly orders for food, beverages, and supplies.
- Maintain communication between departments.
- Fill in with overflow Café needs on busy mornings or event evenings.
- Clean laundry, turn over rooms in the guest house, make guest sandwiches in the Café, and clean public spaces.

Requirements:

- Previous experience working in an office environment.
- Proficiency with Office software and Google platforms.
- Successful history as a front desk agent or related hospitality experience.
- Flexibility.
- Task-driven individual.
- Exceptional customer service and communication skills.
- Positive attitude and interest in contributing talents and energy towards our operations.
- Ability to interact respectfully with coworkers and work both independently and on a team.
- Alaska Food Worker's Card (available online).
- Physically capable of lifting/carrying 50 pounds and walking up and down flights of stairs.

If you are interested in joining our team in remote Alaska for a seasonal summer position, please apply! Email your resume to lodge@tonglenlake.com.