# Front Desk Agent

Pomeroy Hotel & Conference Centre

Job ID
**9003**

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| LOCATION | DATE POSTED | EXPIRY DATE |
|---|---|---|
| 11633 – 100 Street, Grande Prairie, Grande Prairie, AB\| Alberta | 08-04-2026 | 03-04-2027 |

| TYPE OF JOB | SALARY | MIN. EXPERIENCE | MIN. EDUCATION |
|---|---|---|---|
| Full Time | CAD $18.00 to $22.00 per hour | 1 year to less than 2 years | Other trades certificate or diploma |

## Job Details

We are looking for a Front Desk Agent to join our team!
Are you a personable individual with a knack for problem-solving and organization? This is the perfect job for you!

Number of Vacancies: Two (2)

Work Location: Pomeroy Hotel & Conference Centre 11633 – 100 Street, Grande Prairie, Alberta T8V 3Y4

Job Description
As a Front Desk Agent, you have the authority to exceed guest expectations and create a lasting positive impression on each guest. Your role is very important because you are the first impression on each of our guests. Additionally, you will achieve excellence by maximizing room revenue every shift while delivering against key financial goals for the department. Ultimately, you are a key component in making each guest's experience warm, pleasant, and memorable. We commit to giving you the training, tools, support, and feedback required to be successful; achieving excellence is up to you.

Key Focuses
• Provides friendly, attentive, and professional service to all guests and responds effectively to guest concerns and complaints.
• Maintains a clean, organized, and welcoming front desk, lobby, and guest entrance to ensure strong first impressions.
• Welcomes and registers guests, answers phones, issues room keys, and manages high call volumes and multiple guest requests in a fast-paced environment.
• Coordinates arrivals, departures, in-house activity, and VIP amenities while communicating effectively with other departments.
• Books, modifies, and cancels guest reservations by phone, in person, or online using hotel reservation and POS systems.
• Processes check-ins and check-outs, balances transactions, and accurately handles payments including room charges, cash, debit, credit, and checks.
• Maintains knowledge of room types, rate plans, promotions, and hotel and community amenities to support guest inquiries.
• Completes administrative tasks and required checklists independently while maintaining attention to detail and

accuracy.
• Adheres to safety procedures and promptly reports hazards or incidents to the supervisor on duty.
• Demonstrates professionalism, integrity, and teamwork in alignment with Pomeroy Lodging’s Core Values of Quality, Honesty, and Family.

Experience/Passions/Education
• Post-Secondary education in hotel/hospitality management or events planning required
• Minimum 1 year of experience in a Front Desk Position or similar guest service role in the hotel industry preferred
• Opera PMS experience and knowledge of Lightspeed PMS is an asset
• Technically Proficient
• Must pass a criminal record check

Pomeroy Perks
• Competitive wages and Health and Wellness benefit plan.
• Paid on-the-job training with additional learning opportunities.
• Growth and development opportunities, both personal and professional.
• Personal days: 5 per year after 90 days of continuous full-time employment.
• Pomeroy Stay Travel Program.
• Food and Beverage Discounts at Pomeroy owned restaurants based on location.
• Recognition Program.
• Engaging Work Environment.
• Work Life Balance.
• Community & Event Access.
• Access to Golf Membership locally based on location.

Hourly Pay Range
Starting at $18.00 to $22.00 per hour, 30-40 hours per week.

Working Conditions
This position may include dayshift, afternoon, or evening shifts any day of the week or weekend and the occasional night audit shift if needed. This position will require long periods of standing and may require lifting up to 30 lbs. and bending. There may be periods of independent work and brief periods of exposure to cold air due to the location of the front desk.

About Pomeroy Lodging
Pomeroy Lodging is Western Canada’s leader in hospitality and lodging. Driven to meet every need, we own and operate a comprehensive range of hotels and resorts throughout the West. Our investment goes well beyond the walls of our hotels and the land we build on. Pomeroy Lodging is committed to investing heavily in our people, properties, and communities.

To apply please go here https://pomeroylodging.talentnest.com/en/posting/227957

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