

## Hospitality Front Desk Specialist

### Description

Location: Chicago, IL Time Commitment: 16-24 hours per week Anticipated Schedule: Dependent upon business needs The Front Desk Specialist role is an on-site facilitator of everything that the Kasa guest will experience during their stay. As a Front Desk Specialist you are an important part of the Chicago market, supporting efficient and successful operations for the market portfolio. You will be the face of Kasa during the guest's stay, interacting with guests face to face, providing assistance and recommendations and address any concerns that arise. You will be knowledgeable of property operations and be an extension of the Guest Experience team. Through regular in-person unit inspections, you are responsible for ensuring that all public spaces are clean, safe, and well-maintained, including common areas and individual units, to Kasa brand standards, setting the tone of the property and are ready in time for check-in. Like many operations roles, there is no "typical day" but you will collaborate daily with Kasa teams and partners to drive results. You will identify, prioritize, and execute cost-effective property improvements aligned with Kasa brand standards. You will identify, prioritize, and execute cost-effective property improvements aligned with Kasa brand standards. Daily tasks will consist of, but are not limited to: welcoming guests, facilitating guest relocations, planning + strategizing for next-day operations, enhancing VIP experience, hosting guest engagement events, and providing guests with local area recommendations. A typical schedule for this role is based on business needs in your market, sometimes including nights and weekends and holidays, as we are in the hospitality industry. While you are not 'on-call 24/7' for this job, during emergencies, you will get a call and if you're available, we compensate above state requirements to a minimum of 2 hours Overtime, on defined days off or after working hours. Unleash your career potential at Kasa We're building a tech-enabled global hospitality brand that unleashes the potential of liveable space. Hospitality is at the core of who we are, and we are committed to providing our teams the same care we give our guests, neighbors, and partners. Required Qualifications Think Like an Owner: Think like an owner at all times by taking accountability for all facets of unit/building performance; enhance partner satisfaction through creation of value by maximizing operating profit per unit. Tech Savvy: Proficient with modern technology tools and effectively uses them to complete daily work. Handy: Comfortable with using a toolkit and able to devise clever solutions to common minor repairs and maintenance tasks. Quality Control Leader: Establish and implement streamlined processes that ensure adherence to high-quality standards through identification of proactive improvements and effective collaboration with external partners. Reliable: Takes pride in arriving to work on time and welcomes the opportunity to work nights and weekends. Collaborative: Works effectively with leadership and peers to meet goals and contribute to ideas that will deliver operational and experiential improvements for the department. Smooth Operator: Approach problem resolution with confidence, empathy, and creativity to swiftly and successfully resolve guest-stated and unstated needs. Change Agent: Supports tactical execution of change management efforts to implement new processes, tools, or technology including, but not limited to communication plans and training development. Process Minded: Effectively executes established processes with precision and surfaces process deficiencies which negatively impact the guest experience. Required policy information: This role requires regular access to a reliable vehicle to use for work, a valid driver's license, and a clean driving record with proof of insurance. Don't meet all of the qualifications? We want you to consider all of your skills and experiences – both professional and personal- that would make you successful in this role. Although some qualifications are essential, others can be attained with time. We believe diverse perspectives, upbringings, and knowledge contribute to

### Hiring organization

Kasa Living

### Job Location

Chicago, Illinois, United States

### Base Salary

\$ 95000 - \$ 136250

### Date posted

April 25, 2024

Apply Now

our strong company culture and we encourage you to apply. Expected Results  
Role Objective 1: Drive quality outcomes through increased guest satisfaction and company metrics. Key Initiative: Identify and communicate on-site issues. Key Initiative: Maintain appropriate supply inventory levels based on provided guidelines. Key Initiative: Participate in preventative maintenance program. Role Objective 2: Complete tasks that drive productivity within the operation. Key Initiative: Complete brand standard inspections to gather property-level data. Key Initiative: Decrease the number of after-hours calls and inquiries. Curious about the Kasa experience? Save 15% when you book on kasa.com. The Pay The starting base pay range for this role is between \$19.25 and \$20.50 and is set based on multiple considerations including business needs, market demands, talent availability, experience, and unique skills and attributes. The base pay range is subject to change and may be modified in the future. This role may also be eligible for equity, bonus, perks, benefits, and Kasa Travel Credits. Benefits Kasa Travel Credit: We love to travel! Kasa employees get an allowance of free stays with us in any of our locations, plus a discount on any night for friends and family. Cell phone reimbursement: We reimburse a portion of your monthly cell phone bill to say thanks for using your personal phone during the workday. 401(k) plan: As you invest in yourself and your future, Kasa invests in you too: we match 100% of the first 2% of deferred salary, and 50% of the next 2%. Paid Time Off: Full-time hourly Kasa employees accrue paid time off at a generous rate that increases with tenure. Health Coverage: We've invested in comprehensive health insurance options to help when you need it most, including a company-sponsored plan with fertility coverage. Other Perks: Qualifying full-time roles are eligible for a wi-fi stipend, home office stipend, and more! Please mention the word **\*\*MASTERFULLY\*\*** and tag RMTUxLjgwLjE0My4yMDY= when applying to show you read the job post completely (#RMTUxLjgwLjE0My4yMDY=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

## Contacts

Job listing via RemoteOK.com