



Position Title: Bell/Valet Manager
Department: Bell/Valet
Location: Honua Kai Condominium Association
Position Reports to: General Manager or Designate
Position Status: Full-time

POSITION SUMMARY

Honua Kai Condominium Association, Inc. Bell/Valet Manager

Responsible for all aspects of the service provided by the Bell/Valet department staff. Oversee the Bell/Valet staff to ensure the smooth and efficient operation of this department with courteous service which displays the Aloha spirit.

PRIMARY AREAS OF RESPONSIBILITY:

- Serve as a departmental role model, and assist management in hiring, training, scheduling, evaluating, counseling, disciplining, motivating and coaching employees.
 - Responsible for the Bell/Valet department's labor and supply budget.
 - Maintain confidentiality of proprietary information.
 - Follow all company policies and procedures; report accidents, injuries, and unsafe working conditions.
 - Maintain awareness of undesirable persons on property premises and report to Security if needed.
 - Maintain professional dress and demeanor.
 - Ensure uniformed staff are professionally dressed and groomed.
 - Lead bell staff and valet staff and coordinate work with other departments as needed.
 - Lead & assist staff with their daily operations to:
 - Arrange transportation (e.g., taxi cab, shuttle bus) for guests/owners, and record advance transportation request as needed.
 - Greet guests/owners and inform them of property amenities, services, and hours of operation, and local areas of interest and activities.
 - Open doors and assist guests/owners entering and leaving property. Assist with luggage storage and retrieval.
 - Communicate parking procedures to guests/owners.
 - Follow up with guests/owners to ensure their requests or problems have been met to their satisfaction. Develop and maintain positive working relationships with others.
 - Welcome and acknowledge all guests/owners, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation.
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- Speak with others using clear and professional language and answer telephones using appropriate etiquette.
- Comply with quality assurance expectations and standards.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance. Perform other reasonable job duties as requested by direct report.
- Transport guest luggage to and from guest rooms and/or designated bell area. Assist guests/visitors in and out of vehicles, including assisting guests with loading/unloading luggage.

Additional:

Other duties may be assigned by the General Manager.

WORK SCHEDULE HOURS:

- Full-time position. Generally, a 40-hour work week with schedule changes based on business demands.

EDUCATION & QUALIFICATION REQUIREMENTS:

Education:

- High School Diploma or G.E.D. equivalent.

Qualifications:

- Prior experience in a managerial role preferred.
- Supervisory experience required.
- Ability to read, write, and verbally communicate effectively and professionally with other business departments, guests, and vendors. Ability to diplomatically deal with difficult situations and people, while exhibiting a consistent level of professionalism.
- While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, or telephone. The employee must regularly lift and/or move up to 10-25 pounds and frequently lift and/or move up to 50 pounds.

(Please note: management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).

CERTIFICATES, LICENSES, REGISTRATION & TRAINING REQUIREMENTS:

- Vehicle Operators License (State of Hawaii).
- Drivers abstract (State of Hawaii).
- CPR/AED Certification

PHYSICAL DEMANDS:

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