



Join our team.

Become an hotelier with the Library Hotel Collection, an innovative independent hotel collection with four of New York City's most popular small properties, the Library Hotel, the Casablanca Hotel, the Hotel Elysée, and Hotel Giraffe.

Send resumes to: jobs@libraryhotelcollection.com. We are currently accepting applications and resumes for the following positions:

Sales Coordinator; Hotel Giraffe

Job Description: The Sales Coordinator provides support to all members of the Executive Office; including preparing and generating daily reports for the department heads and morning meetings, as well as, assisting the General Manager with operations and day-to-day tasks. The position works closely with other members of the Sales Department by collaborating on new promotions and packages, assisting the Events Manager with on-site leisure and corporate private events, and managing room inventory in the absence of the Reservations Manager. The Sales Coordinator oversees all aspects of guest amenities and enhancements; managing all daily purchasing, responding to guest and third party inquiries and requests, and preparing and placing the amenities in guestrooms. The position is also responsible for the management of leisure group bookings, from responding to Requests for Proposals, to generating contracts, and entering reservations under the group. A strong background in Social Networking is also needed to manage various sites by creating media and graphics, interacting with guests and potential clients, and encouraging growth of reach and followers.

Reservations Manager; Library Hotel

Job Description: The Reservations Manager is responsible for providing a professional, personalized and efficient reservation experience for each guest while overseeing all reservations related procedures and issues throughout the Hotel. This position will assist the Director of Sales & Marketing to maximize revenue and occupancy through yielding and sales strategies; and assist the Front Office Manager in ensuring all of our guests receive CARE (Cared for, Appreciated, and Respected at every encounter) prior to their arrival.

Reservation Responsibilities

- Act as reservationist and Guest Service Agent as needed.
- Maintain operating standards for incoming reservations by effectively communicating and coaching Guest Service Agents.
- Monitor reservations and calls by Guest Service Agents ensuring the proper booking procedure is followed.
- Delegate responsibility to the agents as needed.

- Ensure all administrative responsibilities of the reservations department are completed efficiently and effectively on a daily basis.
- Determine the needs and preferences of our guests and ensure that these are fulfilled and communicated to all departments.
- Ensure all systems are working, such as telephones, computers and reservations systems on a daily basis.
- Review all reservations entered, cancelled and modified and ensure accuracy. Deposits are taken, market segments, origin codes are completed and accurate.
- Ensure all reservations are confirmed three days prior to arrival.
- All guest preferences are noted in comments and stay preferences tab.
- Combine all repeat guest records
- Maintain database of guest preferences, habits and special dates (red flag comments).
- Attend daily morning meeting and report reservations and revenue from previous day including any other pertinent info.
- Monitor and manage waitlist as needed.
- Oversee special promotions & packages.
- Monitor commissions; review monthly commissions, check IATA #s and revenue.
- Manage cancellations, future credits and refunds.
- Deposits from third parties, specifically Booking.com, must be taken every Tuesday for the following week.
- Respond to all email inquiries from the website- delegate concierge emails to the front desk.
- Monitor and respond to Zopim inquiries.
- Send Welcome Email to all website email subscribers; can be done daily or ever other day.

Revenue & Sales Responsibilities

- Prepare, maintain, and run revenue reports on a daily, weekly and monthly basis as determined by the DOSM.
- Maintain rate parity throughout the PMS System, Third Party Channels and Travel Tripper according to yield decisions and monitor regularly.
- Manage and maintain room type inventory throughout VisualOne, Third Party Channels, and Travel Tripper .
- Implement stay restrictions through Travel Tripper, and Visual One.
- Load Same Day Mobile rates and Hotel Tonight rates as needed
- Revenue Comparison Report must be sent to corporate office every Monday morning before 12PM.
- Assist with yield changes in a timely manner following Inventory and Revenue Meeting.
- Monitor competitor rates and promotions.
- Set-up of rates and promotion codes in Visual One, Travel Tripper and Third Party sites accordingly.

- Assists with GDS rate type mapping for negotiated accounts.
- Stays current on Visual One and Travel Tripper updates and trainings.

- Attends monthly Expedia MOON call.

- After each month is over, sets rates for necessary month in the following year with DOSM and comes prepared with justifications and suggested rates.

- Keeps Revenue Journal for every month of the year; adds to journal whenever we notice strange reservation patterns, effects of holidays, weather, etc.

- Assist DOSM in writing memos and useful tips for the Front Desk Agents.

Engineer

Job Description: The ideal candidate is a proactive team player, and is an effective trouble-shooter and problem solver experienced with developing and managing projects. Candidates with knowledge of HVAC and electrical systems, boiler maintenance and repair, laundry equipment and fire safety certification are preferred. While this is a maintenance position, the candidate will also have a passion for guest service and ensure our guests feel at home. Candidates for this position must be willing to work a variety of schedules including days, evening, holidays and overnights. Essential skills include carpentry, painting, wallpaper, plumbing and maintaining accurate logs and recordkeeping.

Duties and responsibilities include but not limited to:

- Maintenance and repair of the physical building and all of its features
- Day-to-day system operation and maintenance routines
- Preventative maintenance
- Minor and major repairs and improvement
- Support for other operating departments and guest activities

Front Desk Agent

Job Description: The ideal candidate will have a passion for guest service and ensure that all guests feel at home. This individual should be a team player, professional and pleasant in manner, with excellent verbal and written communication skills. Candidates for this position must be willing to work a variety of schedules including days, evening, holidays and overnights.

Duties and responsibilities include but not limited to:

- Check-in and check-out guests
- Confirm, modify and cancel reservation inquiries
- Register and assign rooms to guests
- Reply to concierge requests

Bellman

Job Description: The ideal candidate will have a passion for guest service and ensure that our guests feel at home. Candidates for this position must be willing to work a variety of schedules including days, evening, holidays and overnights.

Duties and responsibilities include but not limited to:

- Greeting the guests in a professional, warm and friendly manner upon arrival
- Assisting guests with their luggage for guest arrival and departure
- Escorting guests to and from their rooms

Club Room Hostess

Job Description: The ideal candidate will have a passion for guest service and ensure that all guests feel at home. This individual should be a team player, professional and pleasant in manner, with excellent organizational skills and communication skills. Candidates for this position must be willing to work a variety of schedules including days, evening and holidays. The ideal applicant should have a Health & Hygiene license and have a basic knowledge of food preparation and safety.

Duties and responsibilities include but not limited to:

- Welcome guests to the club room and assist guests in finding seating
- Replenish morning breakfast buffet and/or evening wine and cheese
- Help prepare light meals for guests i.e. oatmeal, toast and bagels
- Ensure kitchen is in an orderly fashion at all times

Room Attendant

Job Description: The ideal candidate will have a passion for hospitality and helping our guests feel at home. This individual should be a team player, professional and attentive to details. Candidates for this position must be willing to work a variety of schedules including days, evening, and holidays.

Duties and responsibilities include but are not limited to:

- Operating and monitoring washing and drying machinery- includes adding chemicals and light maintenance.
- Inspect cleanliness and quality of all articles removed from the washer and dryer and place in clean linen carts
- Fold all cleaned articles and replenish room attendant carts and storage areas
- Perform nightly turndown service to company standards.
- Other basic housekeeping duties are expected