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Front Office Manager – Pendleton Area

Best Western Pendleton/Holiday Inn Express
Eternal Hotels LLC

Employment Type
Full-time

Beginning of employment
Open until filled

Duration of employment
Year Round

Industry
Hospitality

Job Location
600 Se Nye Avenue, 97801, Pendleton, OR, USA

Hourly Pay Range
$ 17.00 - $ 17.50

Working Hours
Days and hours of work are typically Monday through Friday, 8:30 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand, subject to reasonable accommodation as required by law.

Date posted
August 20, 2026

Valid through
01.01.2027

Description

We're growing, and we'd love for you to be part of it! We are looking for a front office manager to join our team. If you're dependable, friendly, and ready to be part of a supportive workplace, we want to hear from you.

Summary/Objective

A hotel Front Office Manager is tasked with making sure that the Front Office (the place where guests first come into contact with the hotel and staff) runs smoothly and effectively.

Responsibilities

Essential Functions

Reasonable accommodations will be provided to qualified individuals with disabilities unless doing so would cause undue hardship.

- Managing and training the Front Office staff
- Ensuring the front desk provides a professional and friendly service for guests
- Dealing with guests
- Arranging staff scheduling
- Acting as liaison between General Manager and staff
- The Front Office is the area of the hotel where guests form their first and last impressions of the hotel. This makes it really important for the Front Office Manager to work hard to create a pleasant experience for guests to ensure their return.

Competencies

- Diplomacy and the ability to communicate clearly
- Firm leadership skills
- The ability to multitask, prioritize and manage time
- The ability to perform under pressure
- Must be highly motivated

Work Environment

You'll be working in the guest-facing portion of hospitality. This means being in contact with people all the time.

The Front Office Manager creates their own schedule along with that of the other Front Office employees and may occasionally be asked to respond to after-hours emergencies. All compensable time will be paid in accordance with Oregon law.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Qualifications

Required Education and Experience
Prior hotel Front Office Manager Experience.
Prior experience with hotel property management systems.

Prior work experience at Best Western or Holiday Inn Express properties or comparable brand.

Preferred Education and Experience
Bachelor's degree or equivalent experience.

Job Benefits

- Paid Time Off
- Access to OregonSaves, a state-facilitated retirement savings program (no employer contribution).

Contacts

Additional Information
All applicant information is handled according to applicable law and limited to those with a business need.

An Equal Opportunity Employer
Equal access to programs, services and employment is available to all persons. Reasonable accommodations will be provided to qualified individuals with disabilities unless doing so would cause undue hardship. Those applicants requiring reasonable accommodations to the application and/or interview process should notify a representative of the Human Resources Department at (509) 544-3908 or via email at hrredlion@eternalhotels.com.