



Front Desk Clerk (Full-Time)

Deerfield Inn – Historic Deerfield | Deerfield, MA

### Summary

Join a team that values New England hospitality and historic charm. The Deerfield Inn, operated by Historic Deerfield, is seeking a friendly and reliable Front Desk Clerk to provide excellent guest service and support the daily operations of our boutique inn. This is a full-time, hourly position ideal for someone who enjoys working with people in a warm, welcoming environment.

### Responsibilities:

- Greeting and checking in guests with professionalism and warmth
- Process room reservations, taking note of special requests (e.g., accessibility needs, pet-friendly rooms)
- Assist guests with dining reservations for breakfast, lunch, and dinner
- Manage guest check-out and ensure all charges are accurate
- Respond to guest inquiries and concierge requests (local attractions, directions, etc.)
- Balance the cash drawer and complete daily accounting tasks at the start and end of shifts
- Collaborate with housekeeping and restaurant staff to ensure seamless guest experience
- General upkeep of lobby and common lounge areas

### Qualifications:

- Minimum 2 years of hospitality or customer service experience
- Strong communication skills (in-person, phone, and email)
- Friendly, approachable, and comfortable handling multiple tasks at once
- Basic computer proficiency; familiarity with reservation systems a plus
- Must be able to work evenings, weekends, and holidays

### Why Join Us?

- Be part of a respected, mission-driven organization
- Work in a beautiful historic setting with a supportive team
- Opportunities to grow within Historic Deerfield's hospitality operations

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Job Type: Full-time (benefit eligible)

Pay: \$15.00-\$15.50, commensurate with experience

Schedule: Weekends, holidays, evening shifts required

Location: Onsite in Deerfield, Massachusetts

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Ready to make a lasting impression in a setting that blends history and hospitality?

Apply today by sending a resume and cover letter to [jobs@historic-deerfield.org](mailto:jobs@historic-deerfield.org) and help us welcome guests to one of New England's most charming inns.