



## Career Opportunities at The Charles Hotel Harvard Sq. Cambridge, MA

as of Sep 01, 2008

Hello from The Charles Hotel!! Below please find our updated exciting career opportunities at The Charles Hotel. Interested applicants are encouraged to submit resumes and cover letter by visiting [www.ihrco.com/CAREERS](http://www.ihrco.com/CAREERS) and searching for position by title or location. We also hold open interview hours in the Human Resources Office at the hotel on Tuesdays from 1:00 p.m. to 5:00 p.m and Wednesdays from 9:30 a.m. to 12:30 p.m. Interested applicants should stop by to fill out an application and discuss employment opportunities. EOE M/F/D/V We look forward to meeting with you and your candidates! Best regards, Human Resources Team The Charles Hotel One Bennett Street Cambridge, MA 02138 [www.charleshotel.com](http://www.charleshotel.com)

<b>Bellperson</b>	Requisition ID: 12901
<p>A Bellperson escorts arriving and departing guests in a friendly, courteous manner to and from their accommodations, as well as providing general information regarding the hotel and local attractions. This position requires basic English language communication skills, exceptional hospitality skills, and the ability to lift and carry heavy packages and luggage, and perform tasks requiring bending, stooping, kneeling, and walking significant distances.</p> <p>Candidates must have the ability to work a flexible schedule including days, nights, weekends and holidays.</p>	

<b>Host / Hostess</b>	Requisition ID: 12904
<p>Host/Hostess works as part of a team to ensure that IHR customers receive excellent customer service. S/he is responsible for: greeting and efficiently seating guests in a restaurant that is properly maintained; supervising all staff; and maintaining a courteous and efficient operation of the dining room. Requirements include: knowledge of restaurant operations, guest relations; written and verbal English language communication skills; the ability to remember, recite and promote the variety of menu items; and the ability to effectively solve customer complaints and concerns in a friendly and positive manner.</p> <p>Candidate must have the ability to work a flexible schedule to include days, nights, weekends and holidays.</p>	

<b>Director Of Human Resources</b>	Requisition ID: 12928
<p>Director of Human Resources directs and ensures the efficient administration and management of all human resources functions, including recruiting, training, wage/benefit administration, compliance with statutory requirements and the execution of the associate's relation activities. This individual provides each department with the personnel, guidance, and support necessary to achieve their guest service and business objectives. A minimum of 3 years combined general human resources and supervisory experience required; prior hotel experience is preferred.</p> <p>A unique opportunity is currently available at the award-winning, Charles Hotel! A seasoned hotel Director of Human Resources is needed to continue the success at this hotel. Prior experience in labor relations, management coaching, employment &amp; training in a high-volume hotel and exceptional relationship-building skills are required for this position. The DHR will manage a team of HR professionals, work with a sophisticated work-force, and provide creative solutions to maintain and increase the standards, reputation and work experience for the entire hotel team. A hands-on manager with the ability to plan strategically will be most successful. Experience in a four or five star hotel and/or large boutique hotel environment is strongly preferred.</p>	

<b>Front Desk Agent</b>	Requisition ID: 13330
<p>The Front Desk Clerk is a member of the Front Office team. S/he are responsible for: maintaining and promoting hospitality at all times; welcoming and serving guests in a courteous, efficient and friendly manner, both face-to-face and on the phone. As part of this job, this individual is required to: demonstrate good computer skills; accurately handle cash and charges; stand for long periods of time; present a friendly, outgoing, energetic and guest service oriented demeanor.</p> <p>Previous Hotel front desk experience required. Excellent communication and computer skills required. This position is responsible for ensuring total guest satisfaction. Must have a friendly and outgoing personality. The ability to work days, nights, weekends and holidays required.</p>	

<b>Bartender at Henrietta's Table</b>	Requisition ID: 13343
<p>Bartenders serve beverages and food to guests in a friendly, courteous and timely manner, resulting in guest satisfaction. A minimum of one year of bartending experience is required.</p> <p>Must have a minimum of three years bartending experience. Friendly outgoing personality required. Must be able to work days and weekends. Strong wine knowledge required.</p>	

<b>Rialto Restaurant Server</b>	Requisition ID: 13344
<p>Food server is a member of the Food &amp; Beverage team. Requirements include: basic knowledge of food and beverage preparation, service standards and guest relations and etiquette; knowledge of appropriate table settings, service ware and menu items; basic English language communication skills; and the ability to carry large, heavy trays on a continuous basis throughout the shift; must demonstrate the a guest oriented and friendly demeanor.</p> <p>Previous experience in a similar restaurant required. Candidate must have excellent communication skills, professional appearance and manner, and the ability to multi-task. The ability to work nights, weekends and holidays required.</p>	

<b>Henrietta's Table Server</b>	Requisition ID: 13345
<p>Food server is a member of the Food &amp; Beverage team. Requirements include: basic knowledge of food and beverage preparation, service standards and guest relations and etiquette; knowledge of appropriate table settings, service ware and menu items; basic English language communication skills; and the ability to carry large, heavy trays on a continuous basis throughout the shift; must demonstrate the a guest oriented and friendly demeanor.</p> <p>Must have at least two years of fine dining server experience. Must possess a friendly and professional demeanor. Strong wine knowledge required. Must be able to work in a fast paced environment. Previous hospitality experience preferred.</p>	

<b>Accounting Clerk- Day Audit</b>	Requisition ID: 13346
<p>This is an Interstate Hotels and Resorts Position.</p> <p>Applicant should have the ability to operate personal computers, copier, and calculator. Knowledge of Microsoft , Excel, Word, and Outlook preferred. Strong organizational skills and attention to detail. Ability to compile facts and figures. Good Written and verbal communication skills needed as well as good telephone etiquette. High School education or equivalent experience required. Accounting and Hotel experience preferred.</p>	

<b>Rialto Restaurant Cook II</b>	Requisition ID: 13347
<p>Line cook is a members of the Food &amp; Beverage Team. S/he is responsible for: preparation of food "to order" for the hotel restaurant; ensures consistent quality; and follows IHR's Standard Operating Procedures and Food Safety procedures. This individual is required to be detailed oriented, works well in a team environment and enjoys serving customers in a positive, friendly and courteous manner.</p> <p>Ideal candidate must be professional and motivated to establish a culinary career. Candidate must have minimum of two years cook experience in a fine dining restaurant. A culinary degree strongly preferred. Must be able to work a flexible schedule.</p>	

<b>Room Attendant</b>	Requisition ID: 13432
<p>Housekeeper is responsible for the general cleaning and upkeep of guestrooms and other assigned areas. Requirements include: the ability lift, bend, move heavy equipment; remain on one's feet for extended periods of time; and an individual who is team oriented and dedicated to providing excellent service and ensuring that IHR's highest cleanliness standards are met.</p> <p>Must be able to work a flexible schedule including days, nights, weekends and holidays.</p>	

<b>Director of Front Office</b>	Requisition ID: 13470
<p>Front Office Manager is responsible for overseeing all front office operations to insure profitability, control costs and quality standards ensuring total guest satisfaction. A combination of education, training or experience that provides the required knowledge, skills and abilities is required. A minimum of two years experience as an assistant front office manager and a college degree, or equivalent, is preferred.</p> <p>Position is responsible for the short term planning and day-to-day operations of the Front Office Department. The major areas of responsibility/management include: Front Desk, PBX, Bell Stand, Concierge, Valet and Transportation. Recommends, implements and monitors the Department's budget and manages expenses within approved budget constraints. Previous management experience in a luxury hotel preferred.</p>	

<b>Henrietta's Table Dining Room Attendant</b>	Requisition ID: 13471
<p>Dining Room Attendant is a member of the Food and Beverage team and is responsible for clearing tables in accordance with IHR's standards and procedures. Requirements include: knowledge of table settings and service ware; the ability to lift and carry large, heavy trays on a continuous basis throughout the shift; as well as the ability to exert a large amount of physical activity and stand for long periods of time. Duties include: setting up; replenishing and cleaning food and beverage stations.</p> <p>Must be able to lift, push and pull up to 50 lbs. The ability to work a flexible schedule including days, nights, weekends and holidays is required.</p>	

<b>Laundry Attendant- 1 FT, 1 PT</b>	Requisition ID: 13472
<p>Laundry Attendant is responsible for: maintaining IHR housekeeping and customer service standards; ensures that towels, sheets and linens are cleaned, and ironed properly; and maintains the cleanliness of the laundry room. Requirements of the position include: the ability to lift, bend, move heavy equipment and remain on one's feet for extended periods of time.</p> <p>The ability to work a flexible schedule including days, nights, weekends and holidays required.</p>	

<b>Lobby Attendant- Part time</b>	Requisition ID: 13473
<p>Lobby Attendant is responsible for maintaining all public restroom and public areas of the hotel in keeping with IHR's high standards of quality. This individual have the ability to interact with guests in a courteous and friendly manner.</p> <p>Previous hotel housekeeping experience preferred. Must be able to work days, nights, weekends and hoildays.</p>	

<b>Noir Cocktail Server</b>	Requisition ID: 13477
<p>Cocktail Server is a member of the Food and Beverage team that assists in ensuring that IHR customer service and beverages standards are met. Hospitable, welcoming, and friendly guest service are essential requirements of the position.</p> <p>Candidate must be personable and have a professional appearance. Food and wine knowledge is preferred and must have previous experience in a similar environment.</p>	

**Turndown Attendant (PT)**

Requisition  
ID: 13501

This is an Interstate Hotels and Resorts Position.

Responsible for freshening guest rooms (refresh towels, replace glasses, clean ashtrays, turndown bed, light vacuum, restock amenities, turn on bed light, turn on radio, etc.) to company standards in order to achieve guest satisfaction. Must be able to communicate over the radio and respond in a timely manner. Previous hospitality experience a plus. The ability to work from 5pm to 10:30pm required on varied days required. .