



Howonquet Lodge Position Description

Title: Hotel Front Desk Clerk
Class: Clerical
Status: Full Time/Part Time
Supervisor: Hotel Front Desk Supervisor
Effective Date: March 2013

Department: Hotel/Casino
FLSA: Non-Exempt
Pay Grade: Grade IV
Subordinates: None

Position Summary:

The Front Desk Agent is responsible for performing a range of guest services and support activities. Guest Services Representatives perform routine clerical work, data entry, make and confirm guest reservations, and compute guest bills. The Hotel Guest Services Representative provides hotel guests with above and beyond service to ensure their experience is enjoyable.

Essential Duties and Responsibilities include the following:

- The essential hospitality standards must be used at all times: **eye contact, smile, speak first, engage in polite conversation, used the guest surname.**
- Review arrivals, noting special requests and blocking rooms as needed.
- Check hotel guests in and out in a confident, professional and friendly manner.
- Answer all phone calls promptly, striving for complete and accurate information.
- Complete all items on appropriate (AM, PM, Graveyard) checklist by end of shift.
- Conduct pre-assignment of hotel rooms, which includes VIPs, repeat guests, all packages, and any special requests.
- Follow established key control policy.
- Ensure proper credit card policies are followed.
- Issue safety deposit boxes upon request.
- Submit all lost and found articles accompanied by a completed lost & found report.
- Be knowledgeable of immediate area, including services, attractions, and events.
- Be knowledgeable of fire and emergency procedures.
- Open, secure, and balance out daily shift bank which involves counting and verifying cash, checks, and credit card transactions occurring while on duty.
- Verify credit limit report.
- Monitor room availability throughout the day.
- Review daily the selling status of the hotel using yield management system.
- Attend department meeting once a month.
- Perform all other duties as directed by immediate supervisor.
- Other department related duties will be assigned as deemed necessary by management.

Minimum Qualifications:

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or



ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma, general education degree (GED), one to three months related experience and/or training, or equivalent combination of education and experience.
- Working knowledge of how to operate telephones and computer stations.
- Basic computer skills
- Basic accounting is desirable
- Must be 18 years of age
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies

Language Skills:

Ability to read and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, guests, and from the general public.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations:

Must be able to pass extensive background investigation for the issuance and retention of gaming license.

Other Skills and Abilities:

Operating Otto Clerk, Data Capture, Telecheck Systems, and PBX.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, talk, and hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 10 pounds. Specific vision abilities required by this job include the ability to adjust focus.



Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

Drug Free Work Environment:

Per Federal regulations, must submit to and pass a pre-employment drug and alcohol screening test as well as participate in random drug testing throughout employment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work in office areas and throughout the Hotel and Casino. Sitting, standing, bending, lifting, and moving intermittently during working hours. Interacting with guest and staff under all conditions/circumstances. The noise level in the work environment is usually moderate. Desk clerk will have occasion to deal with hostile and/or emotional guests and employees.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____