



Job Description

Position Title: Front Desk Associate

Effective: 8/1/2014

Reports to: Guest Services Manager

Status: Hourly; Non-Exempt; Part-time

Essential Functions:

The primary function of this role is to welcome guests attending conferences or retreats and to assist them throughout their stay. This includes providing consistent communication, follow-through, and excellent customer service.

Essential Duties:

The essential duties are as follows:

- Responsible for greeting and welcoming all visitors, guests, conferees, staff and residents who approach the front desk.
- Responsible for qualifying walk-in guests, guest check-in and check-out, and for accurate collection of all charges due and information required for conference center lodging.
- Learn all aspects of reservation system (Resort Data Processing) as it pertains to Front Desk procedures.
- Answer switchboard phones for conference center and transfer to appropriate staff or guests.
- Take messages for conferees/conference staff.
- Fax/copy services for guests and staff.
- Distribute information, directions, and maps of the conference center and surrounding area.
- Responsible for keeping management informed of guest, staff, and conferee needs/complaints, including filing maintenance requests, as needed.
- Responsible for being informed of conference center and hospitality daily functions as posted in the function sheet and ongoing conference schedule.
- Responsible for arranging air ground transportation for guests/staff (contacting the shuttle company, making vouchers, posting transportation charges, and keeping management and shuttle staff aware of any changes).
- Sale of Montreat Store personal care items.
- Tracking and returning lost and found items.

- Maintain key inventory.
- Maintain cleanliness at the front desk and lower lobby area (stock and maintain brochure rack and bulletin board, care for plants in lobby).
- Assume other responsibilities requested by management.

Requirements:

- At least two years of college level education with demonstrated computer experience.
- Congenial personality with demonstrated public relation skills.
- Ability to handle detailed procedures and money.
- Availability to work variable shifts between 7am-11pm.
- Ability to work independently or with others.
- Ability to sit, stand, or squat for periods of time.
- Valid driver's license and acceptable driving record.

Competencies:

- Excellent customer service skills
- Ability to communicate effectively.
- Strong organizational skills.
- Ability to prioritize multiple tasks.
- Ability to follow directions and work cooperatively with others. Teamwork is essential.
- Exhibit fine attention to detail.

Employee Signature:

Date:

Supervisor Signature:

Date: