



REDCO

REDDING RANCHERIA ECONOMIC DEVELOPMENT CORPORATION JOB DESCRIPTION

JOB TITLE:	Temporary Front Office/Guest Services Supervisor
ENTITY:	Hilton Garden Inn
REPORTS TO:	Operations Manager, General Manager
GRADE:	Range 3
FLSA STATUS:	Non-exempt
SUPERVISES:	Front Desk Associates and Night Auditors
JOB SUMMARY:	This team member supervises the Front Desk to ensure efficient and profitable operation

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Oversees general operation of the Hotel when the General Manager or Operations Manager is not present
2. Sets the tone and example of guest service and guest satisfaction for all team members
3. Has specific responsibility for overseeing specific shifts of the Front Desk. Checks the Bell/Door, Turndown and Night House Person lists
4. Participates in the hiring, managing, overseeing, and training the Front Desk personnel
5. Acts as a liaison with the Operations Manager and/or General Manager concerning Front Desk team members
6. Does a daily check of the previous day's work, i.e. posting, deposits, cash reports, and petty cash reports
7. Handles guest incidents in reporting and contacting the Manager for guidance on claims reporting to carrier. Ensures that processing of all incidents is done timely
8. Works with General Manager and Safety Team Leader on all safety related issues
9. Meets weekly with the Operations Manager, if applicable, or General Manager to discuss projects, progress, and items that need resolution
10. Manages all Front Desk Associates and Night Auditors. Is responsible for the overall direction, coordination and supervision of these areas. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, training team members; planning, assigning and directing work; appraising performance with the General Manager, rewarding, and addressing performance/conduct issues with the General Manager and resolving problems.
11. Other duties as assigned by the Operations Manager and General Manager

EDUCATION REQUIREMENTS

The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of education than required will be reflected during the recruitment process:

- Associate's degree (A.A.) or equivalent from a two-year team member or technical school; or one year related experience and/or training; or equivalent combination of education and experience

EXPERIENCE AND KNOWLEDGE REQUIREMENTS

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.

- The ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- The ability to write routine reports and correspondence
- The ability to speak effectively before groups of guests or team members of organization
- The ability to read, analyze, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations
- The ability to write reports, business correspondence, and procedure manuals
- The ability to effectively present information and respond to questions from groups of managers, clients, guests, and the general public
- The ability to work with mathematical concepts, such as probability and statistical inference, and fundamentals of plane and solid geometry. The ability to apply concepts such as fractions, percentages, ratios, and proportions to practical solutions
- The ability to define problems, collect data, establish facts, and draw valid conclusions
- The ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables
- Must have a valid divers license, clear driving record, and proof of current insurance

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The ability to climb stairs and ladders, stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, push, pull, or sit for an extended period of time, up to eight (8) hours or more, is required
- This team member must occasionally lift and/or move up to 10 pounds

- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus

WORKING CONDITIONS

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate

OTHER INFORMATION

- This position is for a specified period of time, generally no more than six (6) months. Classification not eligible for benefits. Tenure may be extended beyond six (6) months in accordance with the needs of the business, generally for seasonal obligations
- Native American Preference Policy applies
- RREDCO is a drug-free workplace; applicants must be able to pass a pre-employment drug and alcohol screening
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with RREDCO is considered "at-will"
- Must be able to comply with the RREDCO Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- RREDCO reserves the right to add, delete or modify without notice

Revised 7/11/18 la