



WIN-RIVER RESORT & CASINO

JOB DESCRIPTION

JOB TITLE:	Front Desk Agent
DEPARTMENT:	Hotel
REPORTS TO:	Hotel Manager
SALARY:	Grade 2, Entry \$11.00/hourly
FLSA STATUS:	Non-exempt
SUPERVISES:	None
JOB SUMMARY:	This team member greets, registers, and makes room reservations for Hotel guests, and also acts as the first point of contact for Hotel guests

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. Serves as the first point of contact to Hotel guests. Greets, registers, and assigns rooms to guests
2. Handles credit, initial parking information, and provides an overview of guest services upon check-in
3. Issues room keys and provides instructions to Bell Captain as needed
4. Responds to guest requests for information and resolves guest problem as needed in order to exceed the guest expectations
5. Monitors room availability and maintains guest accounts. Posts charges to guest accounts such as food, liquor, or telephone costs
6. Handles incoming guest reservations accurately
7. Handles stressful situations, makes informed and effective decisions
8. Answers inquiries pertaining to Resort & Casino amenities, services, shopping, dining, and entertainment, and provides travel directions as needed
9. May take room service orders and provides information to appropriate team members to prepare and deliver the order correctly
10. Serves as Hotel phone operator and directs all calls to proper extensions. Receives and transmits telephone messages. Date stamps, sorts, and racks incoming mail
11. Computes guest invoices, collects payments, and makes change for guests
12. Balances daily or shift audit in the online point of sales system. Maintains and balances cash bank as issued in accordance with policies and procedures
13. Cleans and organizes the front desk area

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14. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
15. Performs all duties in a manner that adheres to the guest service standards established by the Resort & Casino's guests service program
16. Other duties as assigned by the Hotel 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:

- A High School diploma, or the equivalent thereof, is preferred

EXPERIENCE AND KNOWLEDGE REQUIREMENTS

The experience and knowledge 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 experience and knowledge than required may be reflected during the recruitment process:

- A strong combination of written and verbal communication skills to write, read, and comprehend written correspondence is required
- The ability to effectively communicate with guests and team members in a positive manner is required
- Working knowledge of Microsoft Office applications and online point of sales systems is preferred
- A minimum of one (1) year of related experience and/or training is preferred

PHYSICAL REQUIREMENTS

The physical requirements outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this job:

- The ability to climb stairs and ladders, stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, or sit for an extended period of time, up to eight (8) hours or more, is required
- The ability to use office equipment including, but not limited to a computer keyboard, calculator, general office equipment and multi-line telephone, is required
- The ability to lift up to fifty (50) pounds is required

WORKING CONDITIONS

The working conditions outlined here are representative of those that the team member will or may be exposed to while performing the functions of this job:

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- While performing the duties of this job, the team member is frequently exposed to second-hand tobacco smoke
- While performing the duties of this job, the team member is usually subject to inside environmental conditions
- While performing the duties of this job, the team member may occasionally be subject to outside environmental conditions and to wet and/or humid conditions

OTHER INFORMATION

- Native American Preference Policy applies
- This individual must be able to meet the suitability requirements of the Redding Rancheria's Gaming Agency to obtain a gaming license
- Win-River Resort & Casino 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 Win-River Resort & Casino is considered "at-will"
- Must be able to comply with the Win-River Resort & Casino Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- Win-River Resort & Casino reserves the right to add, delete or modify without notice

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