



REDCO

REDDING RANCHERIA ECONOMIC DEVELOPMENT CORPORATION JOB DESCRIPTION

JOB TITLE:	Front Desk Associate
ENTITY:	Hilton Garden Inn
REPORTS TO:	Front Office/Guest Services Supervisor, Operations Manager, General Manager
SALARY:	Grade 2, Entry \$12.00/hourly
CLASSIFICATION:	Non-exempt
SUPERVISES:	N/A
JOB SUMMARY:	This team member accommodates guests of the Hotel by performing the following duties

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. Greets, registers, and assigns rooms to guests. Handles credit, initial parking information, and an overview of guest services
2. Serves as a primary liaison to guests; handles stressful situations; makes mature and knowledgeable decisions; and handles all guest complaints or problems to exceed guest expectations
3. Handles incoming guest reservations via phone, completes reservations, takes reservations accurately and neatly, or forwards reservation if necessary
4. Answers inquiries pertaining to the Hotel services; registration of guests; shopping, dining, entertainment and travel directions. Makes restaurant, transportation, or entertainment reservation and arranges for tours
5. Handles all guest service requests. Directs appropriate staff member to complete request as needed
6. Serves as Hotel phone operator and directs all calls to proper extensions. Receives, transmits, and tracks telephone messages
7. Keeps records of room availability and guests' accounts. Operates ONQ (the Front Office software)
8. Computes bill, collects payment, and makes change for guests
9. Posts charges, such as room, food, liquor, or telephone to guest accounts
10. Balances daily or shift audit in the billing computer. Maintains bank as set by Hotel to each individual
11. Uses 10-key adding machine and switchboard

12. Assists guests with depositing their valuables in safe deposit boxes
13. Cleans and organizes the front desk area
14. Distributes incoming mail
15. Other duties as assigned by the Front Office/Guest Services Supervisor, 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:

- High school diploma or equivalent (GED); one to three months 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 comprehend simple instructions, short correspondence, and memos
- The ability to write simple correspondence
- The ability to effectively present information in one-on-one and small group situations to guests, clients and other colleagues of the hotel
- The ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. The ability to compute rate, ratio, and percent and to draw and interpret bar graphs
- The ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions
- The ability to deal with problems involving a few concrete variables in standardized situations
- 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 regularly lift and/or move up to 10 pounds
- This team member must occasionally lift and/or move up to 25 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

- Native American Preference Policy applies
- RREDCO is a drug-free workplace; applicants must be able to pass a pre-employment drug 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

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