

Job Title: Front Desk Agent & Overnight Agent

Department: Front Desk/Billeting
Reports to: Front Desk Manager
FLSA Status: Non-Exempt
Age Requirement: 18+
Workweek: Fluctuating days, hours, weekends, holidays
Effective Date: January 2024



Job Description

Summary

The **Front Desk Agent/Overnight Front Desk Agent** represents the first point of contact with guests. He/she performs pre-registration and registration duties for incoming guests, checks in and out, makes room reservations, tracks and reports room statuses and rates. The Front Desk Agent is also available to all guests who need to report a complaint or request a service.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Greet, register, assign rooms and issue keys to guests.

Answer phone in a polite and timely manner.

Transmit and receive telephone messages.

Answer inquiries pertaining to hotel services; registration of guests; and shopping, dining, entertainment, and travel directions.

Make and confirm reservations.

Monitor GROUP email and complete any group requests submitted by Post Operations.

File GROUP requests for future reference.

Keep records of room availability and guests' accounts.

Compute bill, collect payment, and make change for guests.

Count cash drawer at the beginning and end of his/her shift.

Complete end-of-shift paperwork and verify all payments and receipts.

Prepare deposit for any cash payments collected during his/her shift.

Monitor cameras.

Maintain key and equipment log.

Record and submit work orders. See below

Additional duties when selected by management and accepted by employee:

Process maintenance requests according to the work order system in place.

Enter work orders placed by other staff members in the system.

Communicate with Camp Dawson Maintenance regarding needed repairs.

Follow up on placed work orders and release rooms accordingly.

Inform the Housekeeping Manager about rooms where work was performed so these can be checked and/or cleaned.

Additional Essential Duties for Front Desk Overnight Agent

Balancing of the revenue transactions from all departments, which occurred during the day.

Keep track of the history of the financial transactions that have taken place both day and night hours.

Perform basic data entry tasks with the use of a computer.

Complete night audit process.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Continuous Learning - Seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed.

Cooperation - Exhibits tact and consideration; offers assistance and support to co-workers; works actively to resolve conflicts.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.

Written Communication - Writes clearly and informatively; able to read and interpret written information.

Conflict Resolution - Confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time; stays for the duration of scheduled shift.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; looks for and takes advantage of opportunities; asks for and offers help when needed.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; includes appropriate people in decision-making process.

Planning/Organizing - Uses time efficiently.

Quality - Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Completes work in timely manner.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

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.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add and subtract, multiply and divide with 10's and 100's. Ability to perform these operations using units of American money.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Internet software; Excel Spreadsheet software; Word Processing software and RDP Database software.

Certificates, Licenses, Registrations

On-the-Job training and attend training as required to work for CDEC.

Anti-Terrorism Awareness Certificate. Valid Driver's License when operating CDEC vehicles.

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 sit and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee 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 quiet.

Acknowledgement

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described herein, under any and all conditions as described.

Employee Signature _____

Printed Name _____ Date _____
