MUNDELEIN SEMINARY

JOB DESCRIPTION

Job Title   Guest Services Agent – Front Desk – Part-time
Department   Conference Center

Reports To   Front Office Manager
Hours   Varied – Sunday – Saturday - 7 am – 11pm
EEO Class   5 – Administrative Support Workers

Summary

A Front Desk Representative is the "face" of the Conference Center for all visitors and will be responsible for the first impression we make. A professional, welcoming and enjoyable atmosphere for all guests must be maintained. Provide excellent guest service in an efficient, courteous professional manner. Responsible for total front office operations: responds immediately to guest requests, maintains thorough communication with management staff and ensures all cash, check and miscellaneous departments are in balance at shift's end.

Core Functions

- Requires a highly conscientious person who can positively relate to individuals at all levels
- Demonstrates "safety for all persons and quality of product/experience" leadership.
- Remain vigilant always; report suspicious person's activities or events to supervision and security.
- Possess a philosophy that is consistent with the Mission, Vision and Values of the University organization.

Essential Job Functions

- Greets and welcomes guests and group coordinators

- Provides room assignments

- Be aware of potential sales leads and contacts through guest interaction. Report information to the manager.

- Provides public service information to guests

- Responds to guest/group inquiries as appropriate

- Insures that services indicated on each Group Agenda are delivered.

- Keep housekeeping and other departments informed of any special requests, late check-outs, etc.

- Keep front desk tidy and presentable

- Insures an atmosphere of hospitality and service

- Learns all necessary computer system functions

- Maintain integrity of computer system

- Performs all duties on opening and closing checklists

- Inspects meeting rooms and equipment set-ups for accuracy and attractiveness

- Answers phones; posts guest messages; transfers calls as necessary

- Delivers emergency messages when needed

- Describes and records any additional services provided in group portfolio

- Check all credit cards for validity before the end of the shift

- Serves as custodian of petty cash, posts transactions properly to group portfolio or front desk cash box.

- Participates in offering suggestions as to delivery of planned services

- Report or correct any hazardous conditions immediately.

- Other duties as assigned.

Ancillary Job Functions

- Be flexible regarding work schedule, weekends, holidays.

- Performs meeting room set-ups when necessary

- Assists/sets up and cleans up for all socials, breaks, catered meals

- Reads information and implements any directives left by manager

- Maintains order of storage rooms and AV equipment

- Regularly inspects and cleans equipment; communicates needed repairs to manager

- Assist with mail/package deliveries, sorting, documenting and notifying recipients of deliveries.

Education and Experience – An equivalent combination of education, training and experience will be considered.

- High School graduate; some college level coursework
- Experience in accounting is helpful but not mandatory.
- Additional qualifications in hospitality environment a plus

Knowledge, Skills and Abilities which may be representative, but not all-inclusive of those commonly associated with this position.

- Computer literate to thoroughly operate property management system: post charges, compute bills, collect payment and make change.
- Proven experience as front desk representative, agent or relevant position

- Customer service orientation

- Warm, hospitable, personable

- Strong communication and people skills

- Must have the ability to control emotions and maintain composer under stress, using tact, good judgment and the ability to work with others as a team and individually

- Good organizational and multi-tasking abilities, detail oriented

- Problem solving skills

- Can understand and follow through on service requests

- Thorough working knowledge of emergency procedures

- Proficient in English (oral and written)

- Familiarity with office machines (e.g. fax, copier, printer etc.)

- Excellent knowledge of MS Office (especially Outlook, Excel and Word)

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- General office conditions, university conditions. This position is not substantially exposed to adverse environmental conditions.

- Ability to work in all interior and exterior conditions including rain, snow, cold and hot weather.

- Neat in appearance.

Physical Abilities that are commonly associated with the performance of the functions of this job. The physical demands described below 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 essential functions.

- While performing the duties of this position, the employee is frequently required to stand, walk, sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility and physical exertion; duties involve moving materials weighing 10-20 pounds frequently, 25-35 pounds occasionally. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator and similar machines.

- Must be able to see and hear.