

The Southern Baptist



Theological Seminary

Position Description

Position Title: Reservations Desk Clerk

Department: Hospitality Services

Position Code: G0409

Date Prepared: 7/7/15

FLSA Status: Exempt Non-Exempt

Full Time: Yes No

JOB SUMMARY:

The Reservations Desk Clerk will support the functions of the Front Desk by processing guest reservations, requests, and support the hotel administrative staff.

ESSENTIAL JOB FUNCTIONS:

The employee in this position will have the following essential job functions:

- Be personable and interact with everyone that walks into the lobby
- Able to stand for long periods of time if necessary
- Able to multi task
- Basic computer skills
- Responsible for running the Night Audit
- Above average math skills
- Accurately process guest reservations
- Check guests in and out of the Legacy Hotel
- Responsible for accurately processing guest payments
- Responsible for answering telephone
- Professionally and promptly address guests' concerns and questions, including taking requested items to a guest room
- Effectively deal with stressful situations
- Ensure a clean and professional work environment
- Maintain a professional appearance and attitude
- Ensure cash drawer and safe maintain appropriate balances
- Process and make cash deposits accurately
- Abide by the standards and guidelines set forth in the Policy Manual
- Ability to work nights, weekends, and holidays when needed

Performs other duties as may be assigned by supervisor.

EDUCATION:

The person in this position is not required to have any particular educational background.

EXPERIENCE:

The person in this position is preferred to have at least one year in the customer service, sales or hospitality industry.

SUPERVISION:

The person in this position will supervise no one.

The person in this position will report to the Assistant General Manager.

WORK ENVIRONMENT:

The person in this position will work in an office setting primarily, although they will occasionally have to visit guest rooms requiring them to go outside and be exposed to the weather. This person will also have to be able to lift up to 35 lbs.

EQUIPMENT:

The person in this position will use the following equipment: computer, copier, printer, and other generic office equipment.