

# The Southern Baptist Theological Seminary

## Position Description

**Position Title: Front Desk and Account Specialist**

**Department: Hospitality Services**

**Position Code: G0446**

**Date Prepared: 12/20/18**

**FLSA Status:**  Exempt  Non-Exempt

**Full Time:** Yes  No

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### **JOB SUMMARY:**

The Front Desk and Account Specialist will support the functions of the Front Desk by processing guest reservations, requests, and support the hotel administrative staff. This position is Monday-Friday, 7:00 AM-4:00 PM.

### **ESSENTIAL JOB FUNCTIONS:**

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

- Personally greet everyone that walks into the lobby
- Able to stand for long periods of time if necessary
- Able to multitask
- Accurately process guest reservations
- Responsible for accurately processing guest payments
- Responsible for answering telephone
- Professionally and promptly address guests' concerns and questions, including taking requested items to guest rooms
- 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
- Abide by the standards and guidelines set forth in the Policy Manual

In addition to Front Desk responsibilities:

- DTRS for Legacy
- Client billing for Legacy
- Vendor payments for Legacy
- Account maintenance for Legacy account numbers
- Ensure cash drawer and safe maintain appropriate balances
- Process and make cash deposits

Performs other duties as may be assigned by supervisor.

**EDUCATION:**

The person in this position is preferred to have some college.

**EXPERIENCE:**

The person in this position should have some experience in accounting, 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 General Manager.

**WORK ENVIRONMENT:**

The person in this position will work primarily in an office setting, 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.