



Job title	<i>Clerk-Hotel Front Desk, #18001</i>
Reports to	<i>Supervisor-Hotel Front Desk</i>

Job Purpose

This position is responsible for performing pre-registration and registration tasks for incoming guests at Sky City Hotel. The position processes payment, safeguards guest information, upsells rooms, promotes casino promotions and services and administrative front desk duties. The Hotel Front Desk Clerk is expected to serve as a public relations ambassador for all Acoma Business Enterprises and must be courteous and helpful to customers at all times. Other related duties may be directed by management.

Duties and Responsibilities

- Engage with guests in a professional manner.
- Processes room reservation requests.
- Inputs customer and credit card information into hotel reservation computer system, and provides guest with confirmation number.
- Registers guests, assigns rooms, issues room keys.
- Handles monetary transactions for guests.
- Provides guests with information about other ABE enterprises.
- Cancels room reservations.
- Operates hotel telecommunication system, such as telephone, switchboard, intercom, or public address.
- Answers inquiries pertaining to hotel policies and services and resolves guest complaints and problems.
- Performs additional clerical duties as needed in the hotel front office.
- Remains calm in stressful situations.
- Exhibit problem solving skills in difficult situations.
- Safeguards guest information.
- Maintain the welcome desk with a professional appearance.
- Must be socially perceptive, administer good to excellent judgement, and decision making abilities essential.
- Must be able to handle stressful situations, maintain composure and be able to prevent and/or handle guest situations.
- Must be presentable when reporting to work, wearing appropriate clean and pressed uniform when applicable. Good personal hygiene required.

Minimum Qualifications

Education/Experience:

- High School Diploma or equivalent required.
- Minimum one year hotel front desk experience preferred.
- Must be age 18 years of age.

Skills, Abilities, Knowledge and Other Qualifications:

- Skill in customer service and ability to remain calm and cheerful in stressful situations.

- Skill in maintaining a friendly demeanor at all times and performs job requirements with a Smile, Eye Contact & Greeting.
- Skill in exhibiting good to excellent interpersonal skills and be able to communicate complex or unwelcome information courteously and helpfully to guests, co-workers, and management.
- Skill in grammar, spelling, writing and editing techniques.
- Skills in computer literacy and point of sale registers.
- Skill to effectively multitask and have strong written/oral communication.
- Skill in active listening.
- Skill in mathematical methods; ability to count cash and change.
- Ability to operate basic office equipment.
- Ability to answer a telephone line.
- Ability to reconcile a cash drawer.
- Ability to communicate effectively in the English language, both verbally and in writing.
- Ability to maintain confidentiality.
- Ability to handle cash and follow cash handling procedures.
- Ability to work effectively with other department team members.
- Knowledge of general public safety and security regulations.

Working conditions

Working conditions will be primarily in an interior, climate-controlled environment and may include exposure to moderate-to-heavy tobacco smoke and moderate-to-loud noise levels. The position requires working days/evenings including holidays, weekends and special event shifts. Work Schedule may vary (7/24/365).

Physical requirements

Physical requirements include standing and walking long periods of time. Requires use of hand motion. Must be able to lift up to 25 pounds and perform repetitive tasks requiring manual dexterity, speed and concentration. Requires the visual acuity and manual dexterity to read and write reports. Must be able to focus on a single source of auditory information in the presence of other distracting sounds.

Direct reports

No Direct Reports

Other

Background Investigation: This position is subject to a background check through Acoma Business Enterprises. This includes tribal, county and federal checks. Selected individuals must successfully complete and pass all requirements to qualify for position.

All Applicants must successfully pass a pre-employment drug screening prior to beginning employment and is subject to random drug testing during employment.

Selected applicant may be required to obtain a COVID-19 test prior to beginning employment and may be subject to further testing.

Acoma Business Enterprises is committed to achieving full equal opportunity without discrimination based on race, religion, color, sex, national origin, politics, marital status, physical disability, age or sexual orientation.

Acoma Business Enterprises (ABE) has implemented an Indian Preference Policy. It is the policy of Acoma Business Enterprises to give preference to any qualified person who is an enrolled Acoma Indian Tribal Member or non-Acoma tribal member of a federally-recognized Indian Tribe, pursuant to the Acoma Gaming Commission, Regulation 26 of the Acoma Gaming Regulations, Section 26.020. The application of Indian Preference is not automatic, an applicant must request for consideration for tribal preference. Applicants must provide tribal affiliation and registered census number. ABE is dedicated to policy of non-discrimination in employment on any basis including age, sex, color, race, creed, national origin, religion, marital status, sexual orientations, political belief or disability.