JOB DESCRIPTION

POSITION: **Front Desk Attendant**
Full-Time
WAGE: **$10.00 per hour**

POSTING DATE: 12/12/2016
CLOSING DATE: UNTIL FILLED

Reports directly to: Front Office Coordinator
Location: Gaming Division

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must maintain an acceptable departmental attendance record.
4. Must submit to and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights and holidays.
6. Must be 18 years of age.

STANDARD DUTIES:

1. Must attend all training as required by North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Hotel Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as required by the organization.
6. Must wear the approved departmental uniform.
7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
9. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is preferred. High School Diploma or GED is required if you are 19 years old and under.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Previous experience in similar position is preferred.
3. Must be computer literate and able to type (Microsoft Word and Excel).
4. Experience and knowledge of hotel management software is a plus.
5. Good verbal and written skills.
6. Ability to understand and follow policies and procedures.
7. Must have strong critical thinking and problem solving skills.
8. Must have exceptional guest service skills.
9. Ability to maintain positive and effective working relationship between departments and employees.
10. Understanding and knowledge of a 24 hour, 7 day a week operation.
11. Must be able to work a flexible schedule when required.
12. Good organizational, communication, and interpersonal skills and the ability to diplomatically and graciously interact with guests and staff.
13. Ability to multi-task.

DUTIES:

1. Perform the duties and activities of the front desk throughout the shift and help with reservations and PBX. Work closely with the bell staff and with all other departments of the hotel to ensure a great experience for the guests.
2. Must be completely familiar with all the different types of rooms, suites, room rates and room packages, special offerings and amenities.
3. Be knowledgeable and familiar with the resort's activities, other venues and its hours of operation and promotions.
4. Be familiar with optional overnight accommodations in the area and their phone numbers in the event the hotel is booked or over booked.
5. At all times maintain a presence at the front desk with a smile when on duty.
6. Use proper language and phone etiquette when dealing with guests or peers.
7. Greet and register guests upon their arrival and issue room key.
8. Always use the guest's name whenever possible.
9. Review all special requests and handle as appropriate.
10. Receive and record payments (credit cards, cash, etc.) and post guest charges of all types to their account.
11. Be cognizant of the traffic flow in the lobby for efficiencies and guest satisfaction.
12. Respond to guest inquiries in an efficient, courteous, and professional manner.
13. Interact and communicate with guests, peers, and other departments.
14. Adhere to the highest service standards to offer the resort guests an optimum hospitality experience.
15. Keep front desk area clean and orderly throughout the shift. Prioritize and handle multiple tasks at the same time.
16. When dealing with a guest complaint, demonstrate active listening skills and try to remedy the situation to the satisfaction of the guest. If not successful, turn the situation over to the supervisor.
17. Assume the duties of other team members when there are staff shortages or simply assist them.
18. Complete end of shift paper work and make bank deposit. Keep your bank secured at all times during the shift.
19. Report pertinent information to the hotel front office supervisor or manager.
20. Carry out all assignments received from the hotel front office supervisor or manager.

21. Complete Maintenance Repair Request Forms when aware of repairs needed in the hotel or guest rooms and if emergency, communicate this request with the Maintenance Department.
22. Cross trained on PBX, reservations and bell stand.

THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE