



Front Desk Agent, Auxiliary Services

Job Description

JOB INFORMATION

Job Code:	143025
Job Title:	Front Desk Agent, Auxiliary Services
FLSA Status:	Non-Exempt
Supervisory:	May oversee student, temporary and/or casual workers.
Job Family:	Auxiliary Services
Job Family Group:	Auxiliary Services 1
Management Level:	7 Individual Contributor

JOB SUMMARY

Accommodates patrons of the hotel by registering and assigning rooms, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, confirming reservations, presenting statements to and collecting payments from departing guests, supplying information on hotel services and area information, and communicating guest requests to relevant departments.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		1 year	
	X	2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Customer service
	X	Hospitality/ Hotel customer service

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Greets all guests upon arrival and ensures a fast, efficient check-in process including verification of guests' identification, credit and payment for stay, assigns room keys, assists guests complete registration cards and provides other assistance as needed. Places guest and room information in the appropriate front desk packets and communicates information to the appropriate hotel personnel. Accommodates special requests whenever possible.				
Reviews accounts and charges with guests during the checkout process.				
Assists in pre-registration and blocking of rooms for reservations and takes same day and future reservations when necessary. Knows cancellation procedures.				
Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.				
Works closely with the housekeeping department, and coordinates room status updates by notifying the department of all check outs, late checkouts, early check-ins, special requests, and day use rooms.				
Follows procedures for issuing and closing safe deposit boxes and supervises guests' access to safe deposit boxes.				
Coordinates requests for maintenance and repairs and maintains guests' room key storage. Thoroughly understands and adheres to proper credit, check- cashing, and cash handling policies and procedures. Performs cashier responsibilities (i.e. bill and invoice settlement, posts charges to the guest accounts, and performs foreign currency exchanges etc.)				
Answers inquiries pertaining to hotel services and amenities, area dining and entertainment and travel directions.				
Assists with incoming calls through PBX console in a polite and professional manner using standard phraseology and routing to the right department, guestroom, meeting room or facility. Uses proper telephone etiquette. Takes messages and ensures their prompt delivery and uses proper mail, package, and message handling procedures.				
Reads and initials the daily pass-on log and bulletin board and is knowledgeable of daily activities and meetings in the hotel.				
Handles all in-house calls and communicates guest comments, complaints, and requests to the appropriate and managers.				
Arranges tours, taxis or other transportation, or restaurant reservations for guests upon request.				
Reports any unusual occurrences or requests to the assistant manager or manager on duty.				
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.