



## **Vacancy Announcement**

<b>Title:</b>	Front Desk Supervisor
<b>Reports To:</b>	Hotel Manager
<b>Location:</b>	Hotel
<b>Salary:</b>	\$24.00 - \$30.00 per hour, (DOE)
<b>Classification:</b>	Full-time, Non-exempt
<b>Summary:</b>	The Front Desk Supervisor oversees the overall day to day operations of the Front Desk/Gift Shop, assists Front Office Manager with the daily sales to scheduling Front Desk/Gift Shop staff for daytime and evening operations.

### **Application Deadline: *Open Until Filled***

Applications are available at all Tribal Offices or on the Internet at [www.rainrockcasino.com](http://www.rainrockcasino.com), just click on the tab for Rain Rock Casino. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: [www.rainrockcasino.com](http://www.rainrockcasino.com) or by contacting the Human Resource Department, Telephone (530) 777-RAIN, Address: 777 Casino Way, Yreka, CA 96097, Email: [human-resources@rainrockcasino.com](mailto:human-resources@rainrockcasino.com)



## **Position Description**

**Title:** Front Desk Supervisor

**Reports to:** Hotel Manager

**Location:** Hotel

**Salary:** \$24.00 - \$30.00 per hour, (DOE)

**Classification:** Full-time, Non-Exempt

### **Summary:**

The Front Desk Supervisor oversees the overall day to day operations of the Front Desk/Gift Shop. Responsible for the inventory management and daily sales of the Gift Shop. Responsible for scheduling Front Desk staff for 24 hour operations.

### **Essential Duties and Responsibilities including the following:**

1. The Front Desk Supervisor will ensure a hospitable, smooth and efficient operation.
2. This role is highly visible and interacts with sponsors, vendors, clients, and Management.
3. Leads by example at all times and provides the highest level of customer service to all guests, vendors and clients.
4. Register guests by inputting information into computer and assigning them rooms.
5. Settle and checkout guest's accounts by inputting method of payment into computer and releasing room.
6. Maintain excellent guest service/employee relations through effective communication and by following company guidelines.
7. Supervise staff to ensure job duties/breaks promote the overall operation of the Front Office.
8. Handle all front office employee and guest concerns in a professional manner.
9. Evaluate staff performance.
10. Answer calls and process requests from guests.
11. Make, return and follow-up on calls to maintain proper communications with guests, departmental staff and management staff.

12. Assist guests with faxes, telephone calls, mail packages, directions and all other basic inquires.
13. Assist guests with questions or problems they may have regarding their room or account in person, or on the telephone.
14. Prepare and organize reports for tracking rebates, lost phone calls, agent up-sells, night occupancy reports, etc.
15. Post and balance room charges to guest's accounts in order to keep these accounts current and correct at all times.
16. Research and correct disputed room charges by use of various reports and master accounts to correct any improper postings to guest's accounts.
17. Monitor staff behavior, direct breaks and direct job functions to expedite check-in/out and baggage handling procedures.
18. Direct staff in proper job functions and proper guest interaction.
19. Provide clear direction, instruction and guidance to guests.
20. Attend and participate in meetings in order to be informed of new rules, regulations and procedures and to discuss scheduling and/or other concerns of the Hotel and/or department.
21. In addition to performance of essential functions, this position may be required to perform a combination of functions to be determined based upon the particular needs of the Hotel.
22. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

### **WORKING CONDITIONS & ENVIRONMENT**

1. The noise level in the work environment is usually loud.
2. Must be available to work in a smoke-filled environment.
3. Must be able to work all shifts, weekends, and holidays.
4. Must be able to lift and/or move up to 60 pounds.

### **Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skills or abilities required.

1. Must be at least 21 years of age
2. High School diploma or GED (required).
3. Minimum of 2 years' experience working in a hotel/resort with front desk supervision experience preferred.
4. Proficiency in PMS systems and payment processing systems. Complete understanding of third-party reservation booking systems.
5. Excellent time management, problem solving and organizational skills are a must.
6. High level understanding of interpersonal skills to productively deal with business contact and team members at all levels of the company.
7. Must be proficient in Microsoft Office Products: Project, Word, Excel, Power Point, Publisher and Outlook.
8. Highly self-motivated and directed.

9. Exceptional oral and written communication skills with the ability to accurately communicate reports, business correspondence, and procedure manuals.
10. Excellent attention to detail.
11. Pleasant telephone voice and manner required.
12. Proven analytical, evaluative, and problem-solving abilities.
13. Ability to solve mathematical problems consisting of 6 digits and 2 decimals.
14. Ability to effectively prioritize and execute tasks in a high-pressure environment.
15. Extensive experience working in a team-oriented, collaborative environment.
16. Must possess and maintain a valid state driver's license and be insurable by the RRC's insurance carrier.
17. Willing to travel and participate in training as recommended or required.
18. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
19. Must have employment eligibility in the U.S.
20. Must adhere to confidentiality policy.
21. Must successfully pass a drug screening test and criminal background check.
22. Indian preference will be observed in the hiring process.

**Veteran's Preference:** It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

**ACKNOWLEDGEMENT**

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

Team Member Name	Signature	Date
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Team Leader Name	Signature	Date
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- Original to HR
- Copy to Team Member
- Copy to Team Leader