

# Shocco Springs Baptist Conference Center

## Hospitality Front Desk Clerk

(Part-time, on-campus driver)

Guest Relations Team

Reports to Guest Relations Manager

### Job Summary

The general responsibility of the Hospitality Front Desk Clerk will be to meet the needs of the guest in a friendly and timely manner, be knowledgeable of Shocco Springs and guest, and maintain financial records and filing systems.

### Summary of Essential Job Functions

- Process campus telephone communications. This includes, but is not limited to, assisting guests and employees, routing calls to proper extensions, accurately and completely receiving and relaying messages to guests and employees, and making telephone console program changes.
- Perform guest check-in and check-out.
- Assist in the processing of reservations, posting conference reservations and conference information.
- Ability to organize and manage multiple tasks and details and perform assigned duties in a pleasant and competent manner.
- Assist Guest Relations and Administrative staff with general duties including, but not limited to filing, typing, sorting, mailing, and reporting.
- Responsible for receiving and notifying employees and guests of packages on campus.
- Ability to provide information about activities taking place for a particular event, as well as sale add-on items.
- Assist with Photography and social media efforts as needed.
- Provide guest with directions/phone number to hospital in case of emergency.
- In all communication present yourself and information in a professional manner.
- Accept miscellaneous assignments as agreed upon with supervisor.

### Job Requirements

#### Spiritual

- In all aspects of personal, professional and spiritual life, exemplify Christ-like standards.
- By word and action, express a personal acceptance and faith in Jesus Christ as Savior and Lord and actively involved with a body of believers.

#### Job Related

- A minimum of high school diploma or equivalent preferred.
- Experience in operation of computer equipment and programs, preferably Microsoft Windows, Word, Excel, or related programs, and the desire and ability to learn additional programs.
- Ability to communicate adeptly (auditory, verbal, and written skills) with guests, program personnel, and employees.

#### Physical

- Ability to organize, manage multiple tasks and details, and perform assigned duties in a pleasant and competent manner.
- Ability to abstain from use of tobacco products, alcoholic beverages, and controlled substances.

### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

### At-Will Employment Statement

Employment and compensation are at-will, and therefore can be terminated, with or without cause, at any time without prior notice at the employee's option or SSBC's option. This at-will relationship may not be modified by any oral or implied agreement, and that neither employee handbook, nor any course of conduct, practice, policy, award, promotion, performance evaluation, transfer, or length of service can modify this at-will relationship.