



## POSITION DESCRIPTION

<b>Position Title</b>	Guest Services Associate
<b>Business Unit</b>	Center
<b>Home Department</b>	Center – Guest Services
<b>Location</b>	Chevy Chase, MD
<b>FLSA Status</b>	Non-Exempt
<b>Full-Time or Part-Time</b>	Full-Time
<b>Telecommuter Status</b>	Position Not Eligible for Telecommuting

### **Mission**

4-H, the nation’s largest youth development organization, grows confident young people who are empowered for life today and prepared for career tomorrow. 4-H programs empower nearly six million young people across the U.S. through experiences that develop critical life skills. In the U.S., 4-H serves every county and parish through our network of 110 universities and more than 3000 local offices. 4-H is led by a unique private-public partnership of universities, federal and local government agencies, foundations and professional associations. National 4-H Council is the private sector, a non-profit partner of the Cooperative Extension System and 4-H National Headquarters located at the National Institute of Food and Agriculture within the United States Department of Agriculture.

### **Position Summary**

The Guest Service Associate will be responsible for providing exemplary services to guests choosing to stay at the National 4-H Council Conference Center and will also be responsible for personally attending to guest requests and resolving any issues or concerns professionally and courteously.

### **Responsibilities**

#### Guest Services/Front Desk Duties

- Answer telephone calls and keep track of in house activities such as providing information regarding the availability of rooms and making reservations accordingly.
- Greet and assist all 4-H visitors and Center guests; answer inquiries about Center services, guest registration, and travel directions.
- Practice safety standards and ensure all housekeeping work such as maintenance and cleanliness of guest rooms is carried out correctly.
- Appropriately allocate guest rooms, hand over keys and ensure registration and check-in procedures follow Center standards
- Review accounts and charges for individual reservations with guests during check-ins and check-outs.
- Compute and collect individual guest room bills and payments; transmit and receive messages via telephone or email.
- Assist with group and individual reservations and enter rooming list via OPERA System.
- Offer guests with valuable assistance, providing local transportation, entertainment, and recreation information as needed.
- Contact Housekeeping and, or Maintenance with any issues or concerns a guest may have in regards to the room and, or room appliances. Adhere to Center Uniform standards.
- Support and serve as back up for Night Auditor/Guest Services Associate as needed.

#### Gift Shop (Retail) Duties

- Ensure coverage and top-notch sales customer service in the Gift Shop.
- Ring up purchases, provide exact change; accurately balance cash register by end of shift.

**Qualifications**

- Must have a year to two years of prior experience serving as front desk guest service, and, or front desk agent in the hotel industry.
- Must have a High School diploma/GED; Associate degree preferred
- Must be proficient in MS Office Suite (Word, Excel, PowerPoint, and Outlook) required.
- Must be able to work flexible schedules, including evenings, weekends and holidays.
- Must be able to work independently with minimum supervision; have strong organizational skills, with the ability to prioritize.
- Knowledge of OPERA Hotel Management System software preferred.

**Position typically has the following Career Ladder:**

- Senior Guest Services Associate (Reservations)
- Guest Services Supervisor
- Guest Service Manager

**ADA Requirements**

This position operates in a hotel and conference services environment. The physical demands described here are representative of those that must be met by an associate to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.
- The position primarily requires a person to stand and walk for extended periods (up to 8 hours)
- Requires the ability to lift files, open filing cabinets and bend or stand as necessary.
- Basic math skills needed to calculate change (money), commissions, discounts, and so forth.
- Must be able to lift 10 to 20 pounds.

**Competencies**

<b>Competency</b>	<b>Level (Beginning, Proficient, Advanced, Mastery)</b>
Communications	Proficient
Critical Thinking	Proficient
Initiative & Innovation	Beginning
Collaboration & Teamwork	Proficient
Customer Orientation	Proficient
Business Mindedness	Beginning
Spirit of Diversity & Inclusion	Beginning

**Disclaimer**

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to include a or contains a comprehensive listing of activities, duties or responsibilities required of an incumbent. An incumbent may be asked to perform other tasks as needed.

**Revision Date**

6.2019