



## Overnight Front Desk Agent

We are hiring a self-motivated, reliable person who is able to perform multiple tasks with limited supervision. Preferred candidates will have an eagerness to surpass guest expectations, anticipate guest needs and complete responsibilities in a timely, organized and thoughtful manner. The right candidate for the position will understand the importance of confidentiality, and will demonstrate a high level of respect to both fellow co-workers and guests. All staff must maintain a clean, neat appearance and be comfortable interacting with guests. Shifts require flexibility and include weekends and holidays. In addition, he or she must be able to function in both Rooms and Food & Beverage operations. Previous experience in a hospitality setting is strongly preferred.

### **Responsibilities:**

- Answer calls to assist both guests and associates; duties to include but not limited to room service, wake-up calls, security and all aspects of hotel operations.
- Perform Night Audit duties/ closing dates for both POS/PMS.
- Maintain accurate records while performing basic duties including, but not limited to, camera monitoring, shift activity log, and employee/guest interactions.
- Handle cash transactions for night drops.
- Interact with guests to answer questions and assist guests in all capacities including those that need privacy when entering/exiting the hotel through heart of the house areas.
- Maintain confidentiality when dealing with sensitive guest or associate issues.
- Patrol hotel property to ensure the safety of guests and employees and to protect all hotel assets.
- Assist supervisor or director in checking alarm systems, safety and fire alarm systems and closely monitoring security of building doors, service areas, delivery areas and grounds.
- Assist hotel management in emergency situations by knowing all hotel safety procedures and leading/directing guests and associates to safety.
- Assist overnight houseman where necessary, including but not limited to; helping with guest luggage, directions, room service and valet.

**Job Requirements**

- Must be able to stand and walk for up to 8 hours per shift.
- Must be able to communicate effectively by telephone, email, radio and reporting.
- Must have basic computer knowledge.
- Must be able to reach various areas of the hotel at a rapid pace if necessary.
- Past knowledge of Hotel F&B preferred
- Must have clean driving record and assist Valet when necessary.
- First Aid/CPR Certification is preferred.
- Must be able to remain calm and professional during stressful situations.
- Must be able to work a flexible schedule including overnight shifts, weekends and holidays.
- Minimum of one year Hotel/Hospitality background required.