**Front Desk Position at Scituate Harbor Inn, Scituate, MA**

(Open shifts are Every Sunday 3-11pm, Every other Saturday and Monday 3-11pm. Starts at $13.50 hr. )

Responsible for operating the hotel's front desk systems for telephone, reservations, and check-in/check-out in accordance with Company standards for quality, guest satisfaction, and safety and security.
ESSENTIAL JOB FUNCTIONS:
 Process guest registrations, including the computation and collection of payment.
 Complete shift reports and process all financial transactions, including the verification and processing of credit card transactions

 Maintain room status inventory.
 Respond to guest inquiries regarding hotel services, reservations, attractions, directions, etc.
 Send and receive telephone calls; sort incoming mail and messages.
 Respond to guest needs, special requests, and complaints as needed.
 Smile, acknowledge, and greet guests at front desk and other public areas.
 Be available to work a flexible schedule.
 Assist other employees in various assignments, to include , laundry, or housekeeping duties.
 Perform work duties in accordance with Company safety and security policies
 Report and store lost-and-found items in accordance with hotel procedures.
MINIMUM EDUCATION:
 High school diploma or equivalent.
MINIMUM EXPERIENCE:
 Previous experience in the service industry is preferred but not required.
MINIMUM SKILL REQUIREMENTS:
 Must be proficient in the use of common Windows-based programs, including Microsoft Word and Excel.
 Must be able to operate basic office machines, i.e., copier, fax, printer, etc.
 Must display very good organization and time management skills.
 Must have excellent communication and interpersonal skills with the ability to interact with many types of personalities.
 Must have sound judgment and discretional skills and be able to work with little supervision.
 Must be able to consistently work under pressure and simultaneously prioritize multiple projects.
 Must be able to work with sensitive and confidential material.
 Must be able to speak, read, write and understand English.
 Must be able to lift up to 20 pounds and carry up to 10 pounds.

* Must be able to walk stairs multiple times per day.
* Must be able to adjust to changing priorities, and simultaneously complete multiple assignments despite interruptions. Must be comfortable working alone.

Flexibility to cover other shifts a plus!