

Lake Junaluska Assembly, Inc

Job Description

Job Title: Front Desk Clerk
Department: Conference Center
Supervisor: Front Desk Supervisor
FSLA Status: Non-Exempt
Supervises: NA
Position Status: Seasonal

LJA Mission Statement:

As an employee of Lake Junaluska Assembly, Inc., you are a member of a ministry team implementing the LJA mission, which is "to serve God by connecting individuals, congregations and conferences in discipleship with Jesus Christ through The United Methodist Church". We make available effective Christian programming for training, inspiration, recreation and personal enrichment. The staff also works together to be good stewards of the Council's assets, to provide the very best support services for every guest and to provide affordable facilities.

Essential Functions

- Provide all services required by Assembly guests as pertains to housing department and facilitate those needs concerning other departments.
- Provide assistance to all guests who are registered and registering at the hotel.
- Regularly handle mail-in and telephone reservations.
- Must be honest, reliable and prompt in assisting guest through daily contact.
- Regularly maintain and monitor guest accounts, handle all system functions concerning hotel guests and conferences, handle all guests billing and other related business for correct accounting purposes.
- Perform other duties and responsibilities as assigned and required.
- Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor.

Knowledge, Skills and Abilities

High school graduate with experience working with the public; some experience in related fields.

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.

Math Skills: Ability to add, subtract, multiply and divide in all units. Ability to compute rates and interpret bar graphs.

Routine duties are performed with minimal supervision; standard practices or procedures allow for clerk to proceed alone at routine work; occasional check of work while in progress; work is review upon completion.

Communication Skills: Must have excellent communication and customer service skills for the guests.

Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Organization Skills: Able to prioritize task, organize daily activity and to be able to multi-task projects/tasks. Able to allocate time efficiently.

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Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills: Intermediate personal computer skills, including electronic mail, routine database activity and word processing. Ability to learn specific software used for the front desk area.

Performance/Success Factors

Be punctual to work and other related functions; perform well in a team environment; complete work in a timely, accurate, and thorough manner; conscientious about assignments and be able to prioritize daily tasks and events.

Must a team player and cooperate with all staff.

Ability to receive guidance with respect to general objectives; in the majority of tasks and projects assigned, occasionally determine methods, work sequence, scheduling and how to achieve objectives of assignments; operate within specific policy guidelines.

Able to work independently but operate within department policy guidelines using independent judgment. Strive for quality in all task and/or duties.

Participate in proactive team efforts to achieve departmental and company goals.

Provide leadership to others through example and sharing of knowledge/skills.

Working conditions

Well-lighted, heated and/or air-conditioned, indoor setting with adequate ventilation.

Light physical activity performing non-strenuous daily activities of an administrative nature.

Requires close and distant vision.

Physical Demands: To coordinate work, constantly moves about, able to stand (occasionally for prolonged periods of time), walk, sit, use hands to finger, handle or feel, reach with hands and arms (occasionally overhead), climb or balance, stoop, kneel, talk to and hear staff and customer requests, and also able to lift or carry or otherwise move and position objects weighing up to 20 pounds. Moderate noise (examples: business office with computers and printers, light traffic)

Hours: varies according to customer needs, weekends required.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Equal Opportunity/Affirmative Action Employer