

# *The Samuel Elbert*

## Hotel and Conference Center

The City of Elberton and the Elberton Downtown Development Authority announce a career opportunity for Guest Services Associates at The Samuel Elbert Hotel and Conference Center.

### **Job Summary**

A successful Guest Services Associate provides exceptional customer service to guests and patrons of the Hotel. Associates will greet customers and answer questions in a friendly, conversational manner. The Associate will work independently to handle reservations, check-in and check-out, accounting and reporting, and will maintain a professional attitude even in the face of challenges, working to resolve problems quickly and satisfactorily.

### **Key Responsibilities / Examples of Work**

- Acknowledges and greets guests as they arrive with a warm, friendly greeting.
- Manage the registration process including check-in, check-out, and accurate accounting and reporting. Computes bills and takes payments.
- Operate the hotel switchboard, taking calls and providing information
- Answers queries regarding the hotel's services, charges, facilities, and travel directions. Takes reservations and answers questions in person, over the telephone, and by electronic communication.
- Contacts housekeeping and maintenance when a problem is reported
- During off-peak hours, handles housekeeping and maintenance requests personally as needed
- Wearing a clean and suitable uniform and name badge at all times
- Ensures the department is operated within the legal framework by immediately reporting and documenting any observed or known safety hazards, conditions or unsafe practices and procedures
- Performs any other duties as may be reasonably required by management

### **Basic Requirements and Personal Skills**

- Ability to use the computer, reservation and accounting software, and the Internet
- Ability to read, write, and speak English fluently
- Attention to detail. The ability to solve problems.
- Ability to work on own initiative and to work under pressure to meet quality standards and a strict schedule

### **Education Requirements**

High School diploma or G.E.D. certificate.

### **Salary / Work Schedule**

The salary is \$15.00 per hour. Positions require working 8-hour shifts. Positions may be required to work varying schedules including some weekends and holidays and extended hours as business dictates. Shift schedules are as follows: Saturday, 6 a.m. – 2 p.m.; Saturday, 2 p.m. – 10 p.m.; Saturday 10 p.m. – Sunday 6 a.m.; Sunday 6 a.m. – 2 p.m.; Sunday 2 p.m. – 10 p.m.; Sunday 10 p.m. – Monday 6 a.m.

Any person interested in applying may do so by obtaining an application from Elberton City Hall, 203 Elbert Street, Elberton, GA 30635, Monday through Friday, 8:00 a.m. to 4:30 p.m. Positions will be filled immediately. ***The City of Elberton is an Equal Opportunity Employer and a Drug-Free Workplace.***