

Job Position: Front Desk – Lodging Services
Reports to: Guest Services Manager of Lodging
Hours: Hourly – Full Time



Primary Function

Serves as the central guest relationship and reservations contact, guiding guests through their entire journey from the initial booking to their final check-out. This role acts as the main point of contact for both hotel rooms and campground sites, ensuring high-quality customer service at every touchpoint.

Essential Functions (Responsibilities) include the following. Other duties may be assigned.

1. Take detailed reservations and confirm them for the Heritage Inn and Campground. Ask questions to ensure we provide the guest with the best opportunity to meet their needs.
2. Look to upsell our guests on higher quality rooms, meals and experiences, if it meets their needs.
3. Enter accurate data, detailed messages, and notes in the computer system for Front Desk.
4. Answer inquiries pertaining to lodging services; registration of guests, shopping, dining, travel, and directions.
5. Register arriving guests, assign rooms, campsites and distribute keycards.
6. Check out guests at the end of their stay, always thank the guest for staying with us and wish them a safe trip home.
7. Prepare and explain charges at time of check out along with processing payment.
8. Maintain records of room availability and guests' accounts, by using computer.
9. Compute bills, collect payment, and make change for guests.
10. Add inventory and re-stock the Market Place as needed.
11. Deposit guests' valuables in safe-deposit box.
12. Update housekeeping reports.
13. Care for the building, its cleanliness, and equipment, especially keeping the front desk and lobby area clean and picked up as time permits.
14. Assist where needed performing additional and/or other duties for areas of Sauder Village as directed.
15. Provide exceptional guest experiences.
16. Communicate effectively with guests, team leader, management, and co-workers in all areas of Sauder Village.
17. Keep the safety of guests, staff, and self a priority.
18. Ensure all guests are treated with respect and courtesy.
19. Work as needed including evenings, holidays and be available to work every other weekend.

Skills, Requirements, and Conditions: Reasonable accommodation may be made to enable individuals with disabilities to perform the above essential functions.

1. Commitment to providing exceptional guest experiences.
2. Reliable, enthusiastic, and trustworthy team player.
3. Reflects and advocates for the mission, purpose, goals and values of Sauder Village.
4. Excellent communication and interpersonal skills.
5. Excellent phone and computer skills.
6. Physical skills include, but are not limited to, frequent standing, sitting, and lifting up to 20 pounds.
7. Manual dexterity to perform front desk duties.
8. Able to work independently on tasks and follow through to completion.
9. Able to adapt to situations that arise on a day-to-day basis while maintaining composure and hospitality.
10. May involve working in an environment that uses chemicals for cleaning purposes, sanitizing, insect spraying, etc.
11. Complete training programs on leadership, communication, customer service and others as determined.
12. Must follow the appearance and attire guidelines as outlined in the employee manual.