

Job Description

Job Title: Front Desk Clerk

Effective Date: March 12, 2007

Department: Front Desk

Pay Grade: Negotiable

Reports to: Front Desk Supervisor

General Position Summary:

The front desk clerk assists the front desk supervisor in meeting the administrative and guest service needs of the front desk. This individual serves conference center guests in person and by telephone/mail in order to provide comprehensive and excellent customer service. The front desk clerk also serves as a seasonal retreat coordinator in the retreats department during select times of the fall and spring.

Essential Functions/Major Responsibilities:

1. Provide materials and information to guests pertaining to CBCC services.
2. Assist in making, processing and maintaining reservations.
3. Perform various financial transactions in person and by telephone/mail. Balance cash drawer daily.
4. Prepare for and assist with check-ins and checkouts of conference center guests.
5. Meet the needs of guests or staff requiring assistance at the front desk.
6. Answer telephone calls and correspondence as necessary.
7. Maintain a consistent Christian testimony and actively pursue spiritual growth.

Secondary Responsibilities:

1. Serve as a retreat coordinator in the retreats department during seasonal/select times of the year.
2. Perform miscellaneous office duties and projects such as reports, counting cash, sending/receiving faxes and photocopying.
3. Other duties as assigned at both the front desk and in other departments.

Qualifications/Skills Required (including education and experience):

1. A growing personal relationship with Jesus Christ and agreement with the CBCC Statement of Faith.
2. An associate's degree and similar experience in hospitality/camping industry are preferred.
3. Excellent customer service skills, including abilities in public speaking, interpersonal relating and phone conversing.
4. Strong attention to detail and organization while managing multiple priorities.
5. Able to work a flexible schedule and work with varying degrees of supervision.
6. PC and typing skills within a Windows Office environment.

7. Able to make a two-year commitment to this position, subject to the standards and requirements for this position and for employment at CBCC as described in the CBCC employee handbook.
8. Able to travel to Cannon Beach for a personal interview.

Physical Activities Required:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Standing | <input checked="" type="checkbox"/> Sitting |
| <input checked="" type="checkbox"/> Walking | <input checked="" type="checkbox"/> Bending |
| <input checked="" type="checkbox"/> Stooping | <input checked="" type="checkbox"/> Kneeling |
| <input type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Climbing |
| <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Talking |
| <input checked="" type="checkbox"/> Hearing | <input checked="" type="checkbox"/> Reaching |
| <input checked="" type="checkbox"/> Seeing | <input type="checkbox"/> Recognize colors |
| <input checked="" type="checkbox"/> Repetitive motions of hands/wrists | |
| <input type="checkbox"/> Pushing _____lbs. | <input type="checkbox"/> Pulling _____lbs. |
| <input checked="" type="checkbox"/> Lifting _____lbs. | <input checked="" type="checkbox"/> Carrying <u>10</u> lbs. |

Supervisor Approval _____ **Date** _____

Manager Approval _____ **Date** _____