

Front Desk Associate

Job Title: Front Desk Associate

 Department: Front Desk Category: Salaried, Non-exempt

 Reports to: Front Desk Supervisor Date approved: September 2021

General Position Summary

Reservation specialist, receptionist and concierge tasks are the main duties. These include assisting the Front Desk team in answering phone calls, registrar emails and over-the-counter inquiries, taking payments, creating and adjusting reservations, solving guest problems and fulfilling special requests when possible. Priorities shift and tasks vary constantly requiring a high level of flexibility and customer service with a smile. Daily financial report preparation with accuracy and attention to detail is required. Providing hospitality in a warm, professional manner is expected in keeping with CBCC tradition and our Christian environment.

Essential Functions/Major Responsibilities:

- Make and adjust reservations matching each guest's needs with available CBCC lodging.
- Cash handling procedures, including recording web payments and credit card transactions using CBCC's point of sale systems and the Square system on iPad.
- Prepare for guest arrivals including key envelopes, parking permits and name badges.
- Provide information on restaurants, attractions and amenities in Cannon Beach and surrounding North Coast region.
- Ongoing data entry in Patrons, CBCC's in-house reservation and payment software.
- Assist the Department Evacuation Coordinator (DEC) in the event of a tsunami evacuation.

Secondary Responsibilities:

- Report and record any safety or security needs that arise according to CBCC procedure.
- Assist with opening and closing the office as needed.
- Additional duties in guest services as needed including hosting retreat groups during meals.
- Maintain a clean workspace and help keep the office clean and organized.

Qualifications/Skills Required:

- Biblically-centered Christian commitment and lifestyle in agreement with CBCC's Statement of Faith and Mission Statement.
- Associate degree and one year similar experience in customer service, preferably in camping.
- Strong organization skills, flexibility, attention to detail and ability to focus while managing multiple priorities with frequent interruptions and shifting tasks in a close office space.
- Ability to work autonomously and collaboratively with varying degrees of supervision.
- Basic math skills and computer skills within a Windows Office environment.
- Strong written and verbal communication skills with ability to understand and follow directions adhering to CBCC's processes and procedures.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other duties as needed to meet the ongoing needs of the organization.
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Physical Demands:

Sit	1-2 Consecutive hours	6-8 Total hours per day	
Stand/Walk	1-2 Consecutive hours	2-4 Total hours per day	
Employee may alternate between sit/stand <u>as needed</u> .			
<input type="checkbox"/> Only uses left hand/arm <input type="checkbox"/> Only uses right hand/arm <input checked="" type="checkbox"/> Uses both hands/arms			
	None or N/A*	Occasionally*	Frequently*
Hand/Wrist Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fine Manipulation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach Above Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bend/Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneel/Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb/stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying 1-10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying 11-20 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying 21-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying over 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance objects are carried:	50 yards		
*Key			
Occasionally	Frequently	Continuously	
3 hours or less 1-33% of day 20 x per hour or less 60 x per day or less	3-6 hours 34-66% of day 20-120 x per hour 60-720 x per day	6-8 hours 67-100% of day More than 120 x per hour More than 720 x per day	

Employee signature _____ Date _____

Supervisor or HR signature _____ Date _____