



NATIONAL 4-H COUNCIL

NATIONAL 4-H COUNCIL POSITION DESCRIPTION

Position Title	Guest Services Associate
Business Unit	Conference Center Administration
Home Department	Center - Guest Services
Location	Chevy Chase, MD
FLSA Status	Exempt
Full-Time or Part-Time	Part-Time
Telecommuter Status	Position not Eligible for Telecommuting

Mission

4-H, the nation's largest youth development organization, grows confident young people who are empowered for life today and prepared for career tomorrow. 4-H programs empower nearly six million young people across the U.S. through experiences that develop critical life skills. In the U.S., 4-H serves every county and parish through our network of 110 universities and more than 3000 local offices. 4-H is led by a unique private-public partnership of universities, federal and local government agencies, foundations and professional associations. National 4-H Council is the private sector, non-profit partner of the Cooperative Extension System and 4-H National Headquarters located at the National Institute of Food and Agriculture (NIFA) within the United States Department of Agriculture (USDA).

Position Summary

The 4-H currently seeks a Part-time Guest Service Associate to provide exemplary services to guests choosing to stay at the National 4-H Council Conference Center. The part-time associate will also be responsible for personally attending to guest requests and resolving any issues or concerns in a professional and courteous manner.

Responsibilities

Guest Services/Front Desk Responsibilities

- Answer telephone calls and keep a track of in house activities such as providing information regarding availability of rooms and making reservations accordingly.
- Greet and assist all 4-H visitors and Center guests; answer inquiries pertaining to Center services, guest registration, and travel directions.
- Practice safety standards and ensure that all the housekeeping work such as maintenance and cleanliness of guest rooms are carried out in a proper manner.
- Ensure that guest rooms have been allocated properly, hand over the keys to them and ensure that all the registration and check in procedures have been followed as per the given standards
- Review accounts and charges for individual reservations with guests during check-ins and check-outs.
- Compute and collect individual guest room bills and payments.
- Transmit and receive messages via telephone or email.
- Assist with group and individual reservations and enter rooming list into Opera System.

- Provide valuable assistance to guests by guiding them on local entertainment and recreation areas and providing them with information regarding local transportation as needed.
- Contact Housekeeping and/or Maintenance with any issues or concerns a guest may have in regards to the room and/or room appliances.
- Adhere to Center Uniform standards.
- Provide support and serve as back up for Night Auditor/Guest Services Associate as needed.

Gift Shop (Retail)

- Ensure customer service and sales in the Gift Shop.
- Ring up purchases, provide accurate change.
- Balance cash register at the end of the shift.

Qualifications

- 1-2 years' experience in guest service, hospitality management, or customer service.
- High School diploma/GED; Associate degree preferred
- Proficiency in MS Office including Word, Excel, PowerPoint, and Outlook.
- Ability to work flexible schedules, including evenings, weekends and holidays.
- Ability to work independently with minimum supervision.
- Strong organizational skills and the ability to prioritize.
- Knowledge of Opera software, preferred.

ADA Requirements

This job operates in a hotel and conference services environment. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.
- This position largely requires a person to stand and walk for long periods of time (up to 8 hours)
- This would require the ability to lift files, open filing cabinets and bend or stand as necessary.
- Basic math skills needed to calculate change (money), formulas, commissions, discounts, etc.
- Must be able to lift to 20 pounds.

Career Ladder

This position typically has the following career ladder:

- Senior Guest Services Associate (Reservations)
- Guest Services Supervisor
- Guest Service Manager