



## NATIONAL 4-H COUNCIL

### NATIONAL 4-H COUNCIL POSITION DESCRIPTION

<b>Position Title</b>	Guest Services Supervisor
<b>Business Unit</b>	Conference Center Administration
<b>Home Department</b>	Center - Guest Services
<b>Location</b>	Chevy Chase, MD
<b>FLSA Status</b>	Exempt
<b>Full-Time or Part-Time</b>	Full-Time
<b>Telecommuter Status</b>	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**

Under the supervision of the Guest Services Manager, the Guest Services Shift Supervisor assists in managing the daily Guest Services activities and guide all Guest Services Associates to ensure courteous hotel services. In the absence of the Guest Services Manager, the incumbent assumes the position of "Manager on Duty." All duties are to be performed within 4-H's policies, procedures, standards and objective guidelines.

#### **Responsibilities**

##### Supervise the Guest Services (Front Desk) Operations

- Responsible for managing guest and front office PM shift operations (3:00 PM -11:30 PM).
- Supervise Associates and hotel operations during assigned shifts and in the absence of the Guest Services Manager.
- Assist with check-in, check-out responds to guest requests and complaints.
- Oversee lobby operations and hotel amenities, such as concierge operations.
- Assist Guest Services Manager in monitoring and maintaining an inventory of all supplies and provide staff with all supplies as per requirement Troubleshoot emergencies.
- Approve time sheets in the absence of the Guest Services Manager.
- Oversee everyday operations of all front desk team members and coordinate with various potential owners and resolve all inquiries and complaints.
- Interact and liaison with other departments, as needed, to ensure rooms are ready for guest check-in.
- Maintain knowledge of hotel safety, security and emergency procedures and equipment as related to department responsibilities and performs or dispatches any necessary functions.

- Administer and schedule staff for each shift and assist all guest services staff in resolving all customer issues effectively. Ensure staff coverage and communications between Front Desk, Night Audit, Mail and Copy Center, and Gift Shop as needed.
- Answer reservation calls and inquiries and book individual reservations and small groups.
- Provide training to all guest services staff, schedule work of all visitors and associates and ensure compliance with all budget requirements and provide necessary feedback.

Team Leadership (Back-Up Support)

- Provide backup support to the Guest Services Manager.
- Administer and manage policies, standards, practices, and security measures for all department or unit function to assure efficient and consistent department operations.
- Provide guidance and direction for the development of all assigned Associates to improve the overall professionalism of the department and the support given to National 4-H Council.
- Plan and direct the continual upgrading of equipment and procedures to maintain pace with technological progress, economic change, and business needs.
- Ensure alignment of the team to 4-H mission and organizational goals.

**Qualifications**

- Minimum five to seven years experience in customer service, guest services, or hospitality management.
- Minimum two to three years experience in hotel supervision or team lead position.
- High School diploma/GED (Associate’s Degree preferred).
- Must be proficient in MS Office including Word, Excel, PowerPoint, and Outlook.
- Knowledge of Opera Software preferred.
- Ability to work flex schedule, weekends and Holidays
- Ability to cover shift on short notice in cases of call outs
- Strong organizational skills and the ability to prioritize.

**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 perform the essential functions of this job successfully. 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 extended 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, and so forth.
- Must be able to lift to 20 pounds.

**Travel Requirements:** This position does not require travel.

**Career Ladder**

This position typically has the following career ladder:

Guest Service Manager

**Competencies**

Competency	Level (Beginning, Proficient, Advanced, Mastery)
Communications	Proficient

*National 4-H is an Equal Opportunity/Affirmative Action employer.*

Critical Thinking	Advanced
Initiative & Innovation	Proficient
Collaboration & Teamwork	Advanced
Customer Orientation	Advanced
Business Mindedness	Proficient
Spirit of Diversity & Inclusion	Proficient

**Disclaimer**

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required.

**Revision Date**

08/30/2017