

Alliance Redwoods Conference Grounds

"Service as tall as our trees"

6250 Bohemian Highway

Occidental, CA 95465

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Alliance Redwoods Conference Grounds is a 501(c)3 non-profit organization.

Title: Front Desk Assistant

Employment Status: Seasonal, Part-Time Hourly

Team: Guest Services

Immediate Supervisor: Guest Service Coordinator

Team Leader: Guest Service Manager

Purpose Statement: To cover front desk, coffee central and gift store needs including greeting and assisting guests, answering phones and directing calls, taking messages, and assisting in special projects as well as supporting services provided by the Guest Services team as needed.

Description of Duties

- Being friendly and helpful with guests and staff
- Answering and directing all on site questions from guests and staff and/or directing all incoming questions by phone, fax, general ARCG email and radio calls.
- Using "Einstein", MS Access based database program, and the intranet to find information relating to guest group lodging, meetings rooms, activities, meal requests, and other relevant documentation
- Opening and Closing the office
- Assisting with all activities related to retail sales including inventory, pricing, ordering and stocking, cash register, preparing deposit tills
- Prioritizing assignments as follows: Front desk primary responsibility, Gift Store projects assigned or responsibility areas assigned, Assigned Front Desk projects
- Assisting other departments in the administration of special projects as assigned
- Hosting Weekend groups on occasion when GS Coordinator is away
- Providing back up assistance to the Guest Service Coordinators
- Maintaining Coffee Central area – ordering coffee, brewing coffee, cleaning serving area
- Coordinating sending and receiving of all ARCG mail including sorting, distributing and stamping as well as weighing and stamping of packages

Skills, Knowledge, and Abilities

- Pleasant and Friendly interaction with guests and staff
- Basic computer skills
- Schedule flexibility
- Be detail oriented and able to perform under pressure
- Use of Microsoft Office tools, Copiers, Printers, fax Machines, cash register, etc. to do office projects

Education / Experience

- Education: High school graduate or equivalent.
- Experience: Meeting and Greeting, General computer experience – 1 year

Requirements:

- Must pass background check to be eligible for employment.
- Must be in harmony with ARCG statement of faith and code of conduct. (see this link for more information: <http://www.cmalliance.org/about/beliefs/doctrine>)

Rev	Revision Description	Date	Approved By
A	Job Established		
B	Modified for new template; added purpose sttmnt		
C	Added to description	2/19/07	AA