

FRONT OFFICE ASSISTANT *

Function of Job:

Under supervision of designated supervisor, to coordinate and supervise the reserving and renting of rooms for transients and group residential conferences at a hotel or other residence facility associated with the college/university and to oversee the night auditing function and telephone system operations.

Characteristic Duties and Responsibilities:

1. Assign work, train and supervise room clerks, night auditing clerk, telephone operators, and reservationists, as assigned.
2. Determine assignments of all available rooms to guests with purpose of obtaining maximum revenue from each section of the hotel and meeting guests' needs.
3. Coordinate all advance reservations for rooms made by telephone or through correspondence.
4. Maintain reservation waiting list and assign rooms as available.
5. Maintain files and records on reservations and pre-registration correspondence.
6. Work closely with conference office and/or sales personnel to coordinate bookings for group and transient rooms.
7. Responsible for front office keys and the safekeeping and security of valuables deposited by guests.
8. Perform desk duties of room clerk as required.
9. Insure cleanliness of public areas.
10. Order and maintain supplies as requested.
11. Originate group billings, correct discrepancies, and coordinate accounting with assigned business service center.
12. Responsible for hotel telephone system operations, including software updates, revenues, and interfacing with the telecommunications office to insure proper billing and customer service.
13. Backfill for night auditors as required and serve as relief manager in the absence of the Front Office Manager.
14. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation and three years' hotel front desk experience or Associate's Degree in related field and one year of experience.
2. Customer service skills including the ability to establish and maintain effective working relationships with the general public, faculty, staff, and students.
3. Supervisory ability.
4. Familiarity with operation of a property management system and operation/processing of call accounting system.
5. Willingness to work weekends, holidays, day/evening/night shifts, as required.

8/10/99
System Approval

7/1/99
Effective Date

* Revised – original approved 6/25/75, 7/30/80, and 8/7/90 as Head Room Clerk.

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.