

# THE BENSON

PORTLAND

A COAST HOTEL™

A rare opportunity to be a part of one of Portland's finest historic, luxury, boutique hotels! The Benson is seeking a Front Desk Agent. We are looking for someone who is outgoing, with a pleasant demeanor, enjoys working in a team atmosphere and enjoys customer service.

This is a part-time, union position.

## Front Desk Agent Responsibilities Overview:

- Act as the Guest Service representative overnight
- Ensure revenue is posted to the correct department
- Audit, balance, post, and report all cash and credit operations
- Balance the guest ledger daily
- Run night audit final after ensuring all revenue is balanced
- Ensure all aspects of hotel accounting are processed correctly and accurately recorded
- Meet multiple priorities of business demands
- Follow all appropriate policies and procedures
- Be able to work alone or in a team environment
- Ability to stand at computer work station in central lobby, up to 8 hours per day
- Greets/responds to arriving/departing guests in a professional and courteous manner
- Provide accurate and timely information when requested
- Perform related tasks for check in/check out of guests
- Answers/responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns
- Completing all items on the opening/closing shift checklist
- Maintain knowledge of daily events, room rates and reservation packages
- Follow up on guest concerns and pass along issues to the next shift if needed
- Works in compliance with rules and regulations
- Speak with in house guests, answer questions and provide excellent customer service
- Resolve any customer concerns brought to your attention
- Make reservations over the phone and in person using computer systems
- Stay in communication with other departments over the radio, telephone and in person
- Maintain a balanced cashier bank
- Restock front desk gift shop as needed
- Serve guests grab-and-go breakfast
- Serve guests sipping hour beverages

## Requirements and Qualifications:

- High school diploma or equivalent
- Good communication skills, both written and verbal in English

- Positive attitude
- Be able to follow/understand instructions
- Meets attendance requirements with dependability and consistency.
- Must be able to work weekdays, weekends and holidays (days and shifts vary)
- Know standard cash handling procedures
- 3+ years customer service experience
- Hospitality experience a plus
- Night audit experience preferred
- 90% of shift is standing, bending/kneeling
- Occasional carrying and lifting up to 25 lbs.
- Must be able to grasp, see, crouch, lift, reach and perform repetitive motions
- Proficient use of computer, calculator and telephone
- Able to provide valid OLCC Service Permit and Food Handlers Certificate within 2 weeks of hire

This is an hourly, union position. Pre-employment drug screening and background check are required. Coast Hotels offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

***Coast Hotels is an Equal Opportunity Employer. We thank all interested applicants; however only those selected for an interview will be contacted.***

***Join us and be part of an exciting place to work!***