



## JOB POSTING

TITLE: Front Desk Clerk  
DEPT: Hotel  
PAY: \$12.57/hr (7)

### JOB SUMMARY

**RED RIVER** – Represents the hotel to the Guest throughout all stages of the Guest's stay. Determines a Guest's reservation status and identifies how long the Guest will stay. Helps Guests complete registration cards and then assign room, accommodating special requests whenever possible. Verifies the Guest's method of payment and follows established credit-checking procedures. Places Guest and room information in the appropriate front desk racks and communicates with appropriate hotel personnel.

### MINIMUM QUALIFICATIONS

**REQUIRED** - High school diploma or GED required | At least 21 years of age | 1 year Office experience |

**ESSENTIAL DUTIES** – All Team Members must embrace and deliver Kiowa's Guest Service Standards to every Guest on every shift, as outline in Orientation, the Team Member Handbook, Standard Operating Procedures (SOPs), and any other related training | Consistently ensures an exceptional level of service and satisfaction is achieved throughout the property, exceeding the expectations of external and internal Guests alike in a timely and effective manner | Provides efficient courteous Guest service | Register Guests and assigns rooms. Accommodates special requests whenever possible | Assist in pre-registration and blocking or rooms for reservations. Manages all Guest keys for Guest rooms | Adheres to proper credit and cash handling policies | Understands room status and room status tracking. Knowledge of room types, rates, and location | Prepares and balances cash drawer per shift. Generates accounting reports for the benefit of the next shift. Adheres to Kiowa Casinos' Cash Policy | Must be sales minded; uses suggestive upselling techniques to sell rooms, and promote other services of the hotel/casino | Answers Guest questions regarding the hotel services, charges, dining facilities, casino facilities, and local travel | Coordinates room status updates with the housekeeping department, e.g. all check outs, late outs, early check-ins, special request, and day use rooms | Answers internal calls and assists with Reservations when necessary | Processes all Guest check-in and check-outs | Performs cashiering tasks, e.g. bill/invoice settlement, posting charges to Guest rooms, paid out/refunds, and corrections to Guest accounts | Maintains the cleanliness and neatness of the front desk area | Knowledge of all hotel/casino safety and emergency procedures | All other duties assigned | Must adhere to departmental, organizational, state, and federal safety rules and regulations, applicable processes for safe operation, appropriate Personal Protective Equipment, in addition to any/all related controls for personal welfare and the safety of others |

### IMPORTANT NOTES

1) This announcement describes an open position at Kiowa Casino & Hotel, as of the posting date listed below. To be eligible to apply, current Team Members must have performed competently for at least 6 months in their current position. In addition, Team Members receiving corrective action within the previous 6 months may not be eligible for transfer. If you are interested in any posted position, please contact HR for a complete copy of the job description and an application or an internal application, if you are currently employed by Kiowa.

2) Native American Preference will apply in accordance with Tribal policies. All applicants must be able to work any shift, holidays, and weekends as scheduled. Current Team Members are also encouraged to submit an updated resume with their internal application. All Team Members must submit an internal application for each interested position. For example, if you have applied for a Floor Supervisor position and one week later Floor Supervisor is posted again, you must fill out another internal application.

STATUS: 1 F/T | POSTED: 04/18/23 | REMOVE: When Filled



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