



# HFN Group of Businesses

<b>Title</b>	Front Desk Clerk
<b>Classification</b>	
<b>Reports to</b>	Accommodations Manager
<b>Budget Authority</b>	Nil
<b>Number of direct reports</b>	Nil

## Position Summary

This position involves a variety of customer service/clerical duties at the Hacıas Inn, Upnit Lodge, Awis House and Ostrum's Gas Bar. The Front Desk Clerk works as part of the hospitality team to ensure safe, positive experience for all guests.

Front Desk Clerks are the first and last contact with our guests and act as ambassadors who provide the best possible service to our guests, clients and customers.

## Job Duties

- Courteously greets motel visitors and answer phone calls. Checks in guests, provides information about motel facilities and nearby attractions.
- Take and maintain reservations in person, by phone and online.
- Handles cash and credit transactions.
- Promptly responds to and resolves issues raised by motel visitors and customers.
- Educates visitors on motel, lodge and guesthouse rules.
- Notifies the Manager when issues arise regarding rules and policies.
- Notifies the Manager of operational issues, repair, maintenance and supply needs.
- Housekeeping is required when needed
- Perform other related duties and tasks as required to meet the on-going needs of the organization.

## Operational Requirements

- Available to work flexible hours including nights, weekends, and holidays.
- Willingness and ability to work overtime when required.
- Physical strength, agility and coordination to perform the work.
- Ability to interact with customers and the public at large.
- Ability to work as part of a team.
- Ability to maintain all health and safety protocols.
- Ability to maintain confidentiality.
- Maintain a high level of professional appearance, accountability, demeanor and ethics.

- Ability to comply with all relevant legislation and regulations, WCB regulations/OHS Standards, and HGB Human Resources Policy,
- Successful background checks, including Police Information Check, employment verification, reference checks, and education/credential verification.

### Education and Experience Requirements

- High school diploma (preferred)
- Direct work experience in the customer service industries
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques
- Ability to provide excellent customer service
- Ability to be diplomatic and pleasant under stressful conditions
- Ability to work independently with little supervision
- Ability to work effectively, professionally and courteously with other staff.
- Ability to manage time effectively
- Excellent communication skills
- Strong leadership and problem-solving skills
- Experience working with Microsoft Office or equivalent software applications including electronic cash and point of sale systems
- Ability to analyze and interpret the needs of customers and offer the appropriate options, solutions, and resolutions required
- Knowledge of Huu-ay-aht First Nations goals and aspirations
- Demonstrated ability to model HFN Sacred Principles: **?iisaak** (Greater Respect), **?uu?atuk** (Taking Care Of), and **Hišuk ma c'awak** (Everything is One)

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(Employee Name)

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Date

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Manager

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Date