



# POSITION DESCRIPTION

## Bay Mills Resort & Casinos

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<b>POSITION:</b>	Front Desk Clerk	<b>LICENSED:</b>	Yes
<b>DEPARTMENT:</b>	Hotel Department	<b>GRADE:</b>	18 (\$15.25-22.88)
<b>REPORTS TO:</b>	Front Desk Supervisor	<b>STATUS:</b>	Non-Exempt

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### **POSITION SUMMARY:**

Under the direction of the Front Desk Supervisor, the Front Desk Clerk is responsible for ensuring guests of the hotel receive friendly and efficient service.

### **ESSENTIAL FUNCTIONS:**

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Greets, registers, and assigns rooms to guest.
3. Answer’s all calls in a timely, courteous manner and directs all calls to the appropriate extension and/or department.
4. Answers inquiries pertaining to hotel services; registration of guests, dining facilities, shopping, entertainment, and travel directions.
5. Keep records of room availability and guests’ accounts.
6. Responsible for taking reservations for guests and ensuring input into OPERA system is prompt and accurate.
7. Collects revenue by entering services and charges, computes bill, obtain payment, and makes change for guests.
8. Creates room keys with the electronic room key system and issues to guests with explanation on appropriate use of keys.
9. Posts charges to guest folios.
10. Ensures the welcoming of our guests to the property in a friendly manner.
11. Facilitate a timely check-in and checkout for our guests.
12. Ensures the daily operation of guest satisfaction programs.
13. Updates room status in a timely manner.
14. Performs bucket checks and assigned paperwork.
15. Performs cashier duties and facilitates guests inquires.
16. Keeps maintenance and housekeeping departments informed of all customers’ needs or when a problem is reported.
17. Responsible for learning and following daily policies and procedures for the Hotel Department and Bay Mills Resort & Casinos.
18. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing, including Title 31.
19. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
20. Other duties may be assigned within the scope and complexity of this position’s essential functions.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. They are occasionally required to squat, crawl, reach above shoulder level, crouch, and kneel. The employee must occasionally lift and/or carry up to 25 pounds while occasionally lifting and/or carrying up to 75 pounds.

**POSITION REQUIREMENTS:**

1. Must have a high school diploma or equivalent.
2. Six months to One year of Hotel Front Desk experience or equivalent combination of related hospitality/customer service experience strongly desired.
3. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
4. Must not have been terminated from any position with Bay Mills within the last year.
5. Internal candidates must have completed their 6mth probationary period with balance of 13pts or less on their attendance record.
6. Excellent communication skills required.
7. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
8. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
9. Must have general computer skills.
10. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
11. Must have an excellent past work record, including attendance.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** OPEN UNTIL FILLED

**APPLY TO:** Send Resume and Application to:

Rena Wieczorek or Anna Carrick; HR Generalists  
Bay Mills Human Resources Department  
12124 W. Lakeshore Drive  
Brimley, MI 49715  
(906) 248-8521 or (906) 248-8523

[recruitment@baymills.org](mailto:recruitment@baymills.org)

Subject: Front Desk Clerk

\*\*Applications can be found on the Bay Mills website at [www.baymills.org](http://www.baymills.org) under the employment section\*\*