

POSITION DESCRIPTION

JOB TITLE: PBX Operator (Full-Time)

DEPARTMENT: PBX/Front Desk

REPORTS TO: PBX Supervisor and Front Office Manager

ESSENTIAL PURPOSE: To correctly connect incoming hotel calls to the appropriate individual or department with the utmost courtesy and efficiency.

ESSENTIAL DUTIES:

- To understand and respond to all guest needs and requests in a timely and professional manner.
- To follow all specified telephone procedures including correctly answering and transferring all incoming calls in a timely, courteous, and professional manner; forwarding messages to guests and managerial staff in a timely manner; correctly operating all features of the PBX switchboard; and adhering to posted standardized telephone greetings.
- To assist guests and staff, as requested, to place out-going calls.
- To actively promote guest use of the hotel services and facilities.
- To follow all specified procedures to properly perform routine job tasks; maintaining other PBX logs; updating staff message board, and delivering messages; preparing check-in packets; filing daily check-outs registration cards; documenting and following up on guest complaints; following up on unanswered wake-up calls; following up on unsuccessful call transfers; handling mail; transferring relevant PBX information to the next shift; and tracking telephone problems, including their sources and resolution.
- To monitor the Daily Activity Calendar, message boards, and hotel/department bulletin boards on a daily basis, in order to maintain current awareness of changes in PBX policies and procedures.
- To follow all specified procedures to complete the PBX packet on a daily basis, including all requested documentation or logs.

- To provide guests with information regarding local restaurants, activities, and points of interest, as requested.
- To monitor cleanliness and appearance of Front Lobby and surrounding areas and to immediately report deficiencies to the Director of Housekeeping.
- To maintain a current paging directory, and to locate and page personnel, as requested for business purposes.
- To assist the Front Desk, and other departments, as directed.
- To follow-up and complete guest requests in a timely and efficient manner.
- To be completely familiar with hotel emergency procedures.
- To be available to work irregular hours, including evenings, weekends and holidays.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. English fluency required. Some telephone experience required. Experience on multi-line telephone system preferred. Must be computer literate and have a minimum typing speed of 30 wpm. Previous hotel experience preferred. Must display knowledge of currently accepted business phone etiquette.

SKILLS AND APTITUDES: Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Diplomatic and calm. Must be able to handle multiple tasks and be able to prioritize. Strong verbal communications skills, and pleasant telephone voice. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Works indoors throughout shift at switchboard console in small, clean, and well-lighted space. Work area may be very warm, at times. Conducts all work in confined area, with frequent intrusions.

PHYSICAL DEMANDS: Interactively engaged at telephone switchboard approximately 60-90% of shift, depending upon level of business. Stands/walks approximately 5-10% of shift. Work is repetitious and requires intense focus. May be required to work extended hours during special events or other unusual circumstances. Must be able to work well under pressure. Some lifting.

IMPACT OF DECISION: Decisions directly impact customer service and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional manner, lack of follow through, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature

Date: _____

Supervisor signature

Date: _____