



Position Profile

Position title	<i>Guest Services Agent/Relief Night Audit</i>
Reports to	<i>Guest Service Manager</i>
Area of work	<i>Guest Services</i>

Job purpose

The Guest Service agent is typically the guest's first interaction at the YWCA Hotel and we strive to ensure this is consistently a positive one.

The common purpose of all employees of the YWCA of Banff includes a responsibility to carry out the Mission Statement of the organization and a willingness to co-operate with other staff and volunteers in translating these emphases into programs and services. The mission of the YWCA of Banff is to empower women and their communities through leadership, advocacy and provision of meaningful services.

Duties and responsibilities

Specific responsibilities include but are not limited to:

1. Always greet visitors to the facility in a friendly and professional manner
2. Perform accurate check-ins and check out of guests
3. Handle basic maintenance issues after hours
4. Monitor security cameras
5. Answer the telephone in a timely and professional manner
6. Make reservations over the phone, in person and on line
7. Perform end of day procedures and produce night audit reports
8. Responsible for cash float throughout your shift and ensuring it balances correctly at the end of shift
9. Listen to guest complaints and resolve in a timely manner
10. Promote a safe working environment
11. Learn and adhere to all fire and emergency procedures.
12. Complete security checks around the facility and work with contracted security company to ensure safety of all guests.
13. Completing incident reports and forwarding to management
14. Oversee and communicate any afterhours request for YWCA programs
15. Offer client/support service referrals where appropriate
16. Performs any additional tasks which are assigned my management

Requirements:

1. Experience with Guest Services and a strong knowledge on the Bow Valley
2. Exceptional interpersonal skills to enhance the service standards throughout the operation
3. Excellent communication, guest service and time management skills, including maintaining a high degree of confidentiality
4. Able to organize , plan ahead and manage workloads
5. Ability to work effectively in an innovative, fast paced and multi-tasked environment
6. Excellent computer skills with knowledge of hotel reservations systems

Qualifications

1. A grade 12 education
2. A minimum of one years' experience in a related position.
3. Familiarity with the not-for-profit sector is an asset.

Working conditions

This is a 37.5 hour/week position working as a member of YWCA Banff/ YWCA Hotel Banff. The working hours for the position will be flexible to accommodate Group and Guest Services requirements.

Direct reports

This position has no direct reports.
