

# Job Description

**Title:** Switchboard Operator

**Reports to:** Donna Piercy

## **Summary of Position:**

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The Switchboard Operator is to provide friendly, efficient registration, and information to all guests, fellow employees, and visitors. Responds in a professional and courteous manner to arriving, departing and in-house guests by providing accurate and timely information and services using established protocols. Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.

Facilitates and fosters open and accurate communication between other departments.

Processes all guest mail, messages, and faxes by receiving, sorting, notifying, and distributing to mailboxes and to guests to ensure the information is received by the guests in the most timely and accurate method possible. Contributes and maintains established information and communications sources such as department and front desk logbooks to enhance department communications and operations. Aids other employees and departments to contribute to the best overall performance of the department and the hotel.

## **Essential Duties/Responsibilities:**

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- Answer the telephone in a professional manner and assist guests with any questions, directions to the property etc.
- Courteously answers inquiries both in person and by telephone, by accurately communicating hotel rates and information and by using suggestive selling techniques to sell room nights, increase occupancy and revenue.
- Maintains good customer relations by keeping abreast of all in-house and area functions in order to answer questions and concerns with timely and knowledgeable responses, in person and on telephone.
- Operates the switchboard equipment by accepting incoming calls, assisting outgoing calls, scheduling and setting wake-up calls and paging guests to provide guests with timely and efficient service.
- Communicates with all departments
- Maintain an up to date working knowledge of all resort amenities as well as any special events.
- Promote and sell special hotel programs, special rate packages, and upgrades when appropriate.

- Interact with guests and resort staff in a professional manner
- Be knowledgeable of all emergency procedures and Resort policies.
- Communicate all pertinent information to the Front Office Managers and Supervisors.
- Maintains a friendly, cheerful and courteous demeanor at all times.
- Other duties as may be assigned by management.

### **Job Qualifications:**

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- High school graduate or equivalent.
- Two years of college education preferred.
- Two years of experience in the hospitality industry preferred.
- Excellent oral, math, and communication skills required.
- Pleasant telephone demeanor.
- Ability to handle stressful situations in a calm, professional manner.
- Knowledge of standard cash handling procedures and knowledge of computerized cash register systems strongly preferred.
- Previous experience in dealing directly with the public and acquired general knowledge of basic customer service skills preferred.
- Must be fluent in the English language both written and orally.

Print Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_