



13767W County Road B  
Hayward, WI 54843

## Job Description

Job Title: Front Desk Clerk  
Department: Lodge  
Reports to: Hospitality Supervisor, Hospitality  
Manager  
Pay Grade: NE5  
Position Type: Key

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**Basic purpose or function:** The Front Desk Clerk is responsible for attending to guest needs of checking-in and out and accurately taking reservations and answering questions regarding room rates, amenities, services and about area and facility offerings.

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### JOB RESPONSIBILITIES:

- Must maintain strict confidentiality.
- Must possess excellent customer service skills.
- Must be able to handle any pressure situation.
- Check guest in using a computerized front desk software program while ensuring that proper room accommodations have been secured with an acceptable form of payment.
- Use a front desk key card code to make keys for the proper room and length of stay.
- Will make postings of charges and payments into guest folios.
- Accurately maintain all cash handling functions.
- Must be able to count a cash drawer.
- Must know all guestroom configurations, types and location in the building.
- Distribute information regarding current functions in the casino complex.
- Take reservations or walk-in reservations if available.
- Must become familiar with all rate structures, discount and comp. packages and necessary authorization requirements.
- Required to secure complete guest registration information on registration card and in computer system.
- Will be required to handle all telephone calls and efficiently transfer callers requests to reach other departments or guests rooms
- Will need to monitor room availability for any given date on a continuous basis for maintaining accuracy of reservations.
- Checkout guests ensuring accuracy of charges and balancing transactions.
- Prepare reconciliation forms of all transactions and deposits at the end of shift and deliver to the casino vault.
- Be able to prepare cash exchange forms.
- Must learn fire alarm system sufficiently enough to determine location of potential fire danger and to disarm and rearm system.
- Required to learn how to calmly respond to emergency situations and to contact the appropriate personnel or agencies for guest safety.
- Maintain constant communication with Shift Lead on duty.
- Communicate with security in the event of suspected illegal activity on the premises.
- Needs to be in contact with the maintenance department when service is needed.
- Ability to operate office machines
- Accurately record the issuance and return of lodge keys for service specialist, public space and maintenance personnel.
- Must accurately read and record any situations/information on a front desk shift report.
- Must accurately record any pertinent information in any logs required by the front desk.

- Complete daily task sheets.
- Perform all other duties as assigned.

**Minimum Qualifications:**

- Must be at least 18 years of age.
- High school diploma or equivalent.
- Bookkeeping skills or experience helpful.
- Must possess a detailed math aptitude with an ability to determine correct debits and credits to guest accounts.
- Computer keyboard and ten key experiences preferred.
- Ability to calmly perform multiple tasks simultaneously.
- Must have a positive, helpful, pleasant and professional demeanor.
- Required to be well organized and able to work under pressure.
- Occasional bending and lifting up to 40 pounds.
- Required to have professional oral and written skills.
- Must be able to stand at the front desk for most of the shift.

**Native American preference applies to all candidates for this position.**