

Hotel Front Desk Clerk

Full Time, Williston, ND

In the Bakken and beyond, we provide a “one-stop-shop” for all real estate services and a boots-on-the-ground approach to serving our clients. We are one of the only commercial real estate firms with a core presence in the Bakken and we have been here for over seven years – since the Bakken oil boom began to make an impact on the industry.

JOB DESCRIPTION

Manages the day to day hotel operations in maintaining all corporate and brand standards. Maximizes profitability as well as guest and team member satisfaction. Ensures the development and execution of strategic sales and marketing initiatives. Key Responsibilities are listed below. This is not an all inclusive list.

RESPONSIBILITIES

- Providing information to guests about policies, services, and amenities
- Responding to requests from guests for assistance and information about the local area (directions, places to eat,)
- Processing all types of payments
- Selling rooms to "walk-in" customers
- Making reservations in person and over the phone
- Inform housekeeping staff of room availability
- Respond to guest complaints
- Answer the phone
- Balancing the cash drawer
- Making any correction to accounts that may be necessary
- Entering/changing reservation information on the computer system
- Posting charges to guest accounts
- Ensure guest safety
- Any other duties assigned by Supervisor

JOB QUALIFICATIONS & REQUIREMENTS

- Must be able to problem solve in order to resolve guest issues that may arise
- Able to work in a fast-paced environment
- Exceedingly organized and efficient with the ability to multitask
- Computer literate
- Positive attitude
- Desire to deliver outstanding customer service
- Must be detail-oriented
- Must be able to problem solve in order to effectively deal with internal and external customers
- 1 year hotel front desk experience

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to stand, walk , use hands and fingers, handle or feel, reach with hands and arms, stoop, kneel, crouch, or crawl as well as talk and hear. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. The employee must be able to see differences in widths and lengths of lines, such as those on graphs.



Qualified candidates may submit a resume and cover letter to Mike Elliott at mike.elliott@energyreco.com

EEO STATEMENT

Energy Real Estate Solutions, LLC is an equal opportunity employer and committed to developing and maintaining a diverse workforce. Energy Real Estate Solutions, LLC strongly believes in equal opportunity for all, without regard to race, color, religion, creed, age, sex, pregnancy, family responsibility (e.g. child care, elder care), national origin or ancestry, citizenship, marital status, sexual orientation, gender identity or expression, transgender status, veteran's status, genetic information, or status as a qualified individual with a disability, protected leave status or any other protected characteristic in accordance with applicable law. The company also endeavors to make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodations would impose an undue hardship on the operation of our business. Equal employment opportunity will be extended to all individuals in all aspects of the employment relationship, including recruitment, hiring, promotion, transfer, training, discipline, layoff, recall and termination.

