



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Front Office Clerk (AM & PM Shifts)
Department: Wanaaha Hotel
Supervised by: Front Office Supervisor and General Manager
Pay Grade: NE2 \$18.00 - \$23.05 hourly
FLSA: Non-Exempt, Hourly / Regular Full-Time

Position Summary: The Front Desk Clerk serves as the first point of contact for guests, delivering exceptional service through check-in, check-out, guest assistance, and efficient communication with all departments. The AM and PM shifts have distinct responsibilities to ensure consistent guest satisfaction and operational excellence across all hours of the day. Both shifts may support housekeeping operations and fulfill in-room guest requests including the delivery of items such as linens, pillows, toiletries, or tools like a plunger when Housekeeping or Facilities Maintenance are not available for dispatch

Indian Preference: *The Bishop Paiute Tribe is an Equal Opportunity Employer within the confines of the Native American Preference and the Bishop Paiute Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws*

This list
of duties and responsibilities is illustrative only of the tasks performed by this position and is not all inclusive.

Job Duties – AM & PM** Shift:

- Warmly greet and check in / out guests using the property management system (PMS).
- Respond promptly to in-person and phone requests, ensuring professional service.
- Assist guests with questions, area information, and recommendations for local activities and dining.
- Answer phones and emails; process new reservations, cancellations, and modifications.
- Prepare departure folios and check out guests in a timely and friendly manner.
- Input and update room status reports; verify room assignment accuracy.
- Replenish front desk supplies and maintain cleanliness of the lobby area.
- Deliver guest-requested items to rooms when housekeeping is unavailable.
- Report maintenance issues or unusual guest concerns to management.
- Provide support to the Executive Housekeeper or Housekeeping Supervisor by relaying room status updates and prioritizing room cleaning order.
- Close communication with housekeeping for rooms readiness, departures, early arrivals, late checkouts or any other out of the ordinary situation.
- Close the shift with accurate cash handling, posting charges, and balancing transactions.
- Assist with emergency guest needs such as relocations, lockouts, or medical calls.

Job Duties – PM Shift:

- Fulfill late-night amenity and maintenance-related guest requests (extra towels, pillows, plungers, etc.).
- Monitor lobby cleanliness and overall guest experience throughout the evening.
- Support the housekeeping team with guest room deliveries, linen inventory, and updating room status.
- Review upcoming reservations and verify billing accuracy and special requests.
- Perform lobby and pool area walkthroughs and lock housekeeping closets or storage areas as needed.
- Ensure security procedures are followed; report any suspicious behavior to the Front Office supervisor and General Manager.
- Close the shift with accurate cash handling, posting charges, and balancing transactions.
- Assist with emergency guest needs such as relocations, lockouts, or medical calls.
- Supervise rooms for arrivals if housekeeping is not available.

Education and Experience:

- High school diploma or equivalent required.
- 1+ year of hospitality, customer service, or clerical experience preferred.
- Experience with hotel property management systems (PMS) is a plus.

Other Requirements:

- Demonstrated ability to lead a team, resolve guest concerns, and operate under pressure.
- Must have and maintain a valid California Driver's License and be able to be insured by the Tribe's existing automobile insurance policy.
- Must have the ability to work with people from diverse cultures, ethnic, and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity, including but not limited to, appropriate greetings in the Paiute language, ceremonial and cultural event recognition, etc.
- Ability to work flexible schedules, including weekends and holidays.
- Must comply with the Bishop Paiute Tribe's organizational policies.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Decision Making – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make a responsible decision.
- Interpersonal Skills - the individual maintains confidentiality, remains open to others' ideas, and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
- Communication – Ability to communicate clearly both verbally and in writing.
- Customer Oriented – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- Time Management – the individual uses time efficiently and be able to work without supervision.
- Detail Oriented – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – the individual adapts to changes in the work environment, manages competing demands, and can deal with frequent change, delays, or unexpected events.
- Reliability – the individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.
- Organized – the individual keeps a clean and organized workspace and projects.
- Motivated – the individual inspires self and others to get the job done and follow through on tasks.
- Technology Skills – Operates various word-processing, spreadsheets, MIP, and database software programs in a Windows environment.
- Safety Oriented - aware of surroundings to maintain a safe work environment for community members and co-workers.

Physical Demands/Work Environment:

While performing the duties of this job, the employee regularly is required to stand for long periods of time or walk and sit; use hands to finger, handle, or feel; reach with hands or arms; and talk or hear. The employee occasionally is required to climb or balance; stoop, kneel, crouch, or crawl. The employee may occasionally be required to lift and/or carry up to 25 lbs. Work is generally performed in front of the house setting. Work flexible schedules, including weekends, evenings, and holidays. Tight time constraints and multiple demands are common.

Signatures

This job description has been approved by all levels of management:

Manager: _____ Date: _____

HR: _____ Date _____

The employee's signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____