



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Lobby Attendant
Department: Wanaaha Hotel - Housekeeping
Supervised by: Housekeeping Supervisor
Pay Grade: NE2 \$18.00 - \$23.05 Hourly (
FLSA: Non-Exempt, Hourly / Regular Full-Time;

Position Summary: Lobby Attendant plays a crucial role in creating a positive guest experience by ensuring public areas are clean, comfortable, and well-maintained, creating a pleasant experience for our guests. This role is central in the hotel presentation in public and nonpublic areas including back of the house. Their responsibilities combine cleaning, restocking, and reporting maintenance needs, making them essential for the smooth operation of the hotel.

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.

ESSENTIAL DUTIES:

1. Ensure the lobby and public areas are clean and organized, including tidying seating areas, arranging magazines, placing fresh flowers, sweeping floors, polishing furniture, and removing trash.
2. Greet guests warmly, assist with luggage, guide them to the front desk for check-in, and answer questions about hotel services or local attractions if possible.
3. Restocking supplies (linens, amenities, cleaning supplies, stationery, etc.) in the pantry.
4. Ensure that bathrooms are fully stocked with necessary amenities such as paper towels, toiletries, and stationery.
5. Ensure the pool area is stocked with pool towels.
6. Empty and tide ashtrays in smoking areas.
7. They are responsible for reporting any maintenance needs or technical issues to the appropriate staff.
8. Lobby Attendants are responsible for cleanliness at the back of the house as well, like offices, staff areas, deposits and bathrooms.
9. Report to the Supervisor of any Lost & Found items as per hotel standards and any guests concerns.
10. Report to the Supervisor of any missing/broken items in the public areas.
11. Last task will be restocking your cart and pantry, cleaning vacuum and having everything ready for the next shift.
12. Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.
13. Other duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND EXPERIENCE:

- High School Diploma or GED.
- Relevant combination of experience and education may satisfy education experience.

OTHER REQUIREMENTS:

- Demonstrated ability to be a team player, resolve guest concerns if possible, and operate under pressure.
- Work flexible schedules, including weekends, evenings, and holidays.

- Tight time constraints and multiple demands are common.
- Must have a valid Driver License and be insurable under 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.
- Must comply with the Bishop Paiute Tribe's organizational policies and laws.

COMPETENCIES:

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

1. *Decision Making* – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make the responsible decision.
2. *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.
3. *Analytical Skills* - Ability to analyze operational, statistical and financial information and draw logical conclusions; compare and interpret facts and figures.
4. *Communication* – the individual communicates clearly both verbally and in-writing; ability to write clear and concise reports, memoranda, directives and letters.
5. *Customer Oriented* – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
6. *Time Management* – the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
7. *Detail Oriented* – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
8. *Adaptability* – the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
9. *Reliability* – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
10. *Organized* – the individual keeps clean and organized workspace and projects.
11. *Motivated* – the individual inspires self and others about them to get the job done and follow through on tasks.
12. *Technology Skills* – Operates various word-processing, spreadsheets, accounting, HR and database software programs in a Windows environment.
13. *Safety Oriented*- Observes surroundings to maintain a safe working environment for community members and co-workers.

PHYSICAL REQUIREMENTS

The demands described here are representative of those encountered while performing the essential functions of the job.

- 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.
- Employee occasionally is required to climb or balance; stoop, kneel, crouch, or crawl.
- Employee may occasionally be required to lift and/or carry up to 25 lbs.
- Work is generally performed in guest areas.

I hereby acknowledge that I have read and reviewed this Job Description with my Supervisor / Manager. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted job responsibilities/conditions.

Employee

Signature: _____

Date: _____

Manager/Supervisor:

Signature: _____

Date: _____