Guest Service Agent

Definition of Class
This is a non-supervisory position in which the incumbent performs routine duties associated with the operation of the front desk of The Inn at Ole Miss. The incumbent is responsible for offering high quality customer service to hotel guests, making room reservations, and handling monetary transactions. This position reports to the Assistant Manager – The Inn at Ole Miss.

Examples of Work Performed
Performs daily financial transactions for check-in, check-out, and guest deposits; maintains procedures for security of monies.

Makes guestroom reservations to maximize the highest room occupancy and average daily rate through knowledge of hotel reservation system.

Maintains records for night auditor reports.

Acts as customer service representative; answers general questions about the University and Oxford, offers assistance to guests using in-house computer, takes and delivers phone messages to guests, ensures corrective actions are taken to resolve guest complaints.

Ensures cleanliness of lobby in the absence of housekeeping.

Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Maintains records for night auditor reports.

2. Makes daily room reservations and processes financial transactions.

3. Acts as customer service representative.

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.
Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

  **Physical Exertion:** The incumbent may be required to lift up to approximately 25 pounds.

  **Vision:** Requirements of this job include close vision.

  **Speaking/Hearing:** Ability to give and receive information through speaking and listening.

  **Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is periodically required to talk and hear. The incumbent is occasionally required to stand; walk; and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

  **Education:**
  Graduation from a standard four-year high school or equivalent (GED).

Interview Requirements

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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