Sisseton-Wahpeton Oyate

Job Description

Job Title: Motel Rover

Reports to: Motel General Manager

Summary:

This position will welcome guests, manage check-ins and check-outs, handle phone and online reservations, process payments, and resolve guest complaints. This position will also clean and prepare guest rooms and public spaces to meet safety and quality standards.

Duties and Responsibilities:

1. Greet arrivals and provide details on motel amenities and local attractions.
2. Manage check-ins and check-outs, assigns rooms, and issues room keys.
3. Handles phone and online reservations. Book new stays and update existing bookings.
4. Processes debit and/or credit card payments. Verify payment methods and compute final bills at departure.
5. Listen to guest issues and find fast, professional solutions to ensure satisfaction.
6. Represent the motel professionally when dealing with guests, vendors, businesses, tribal programs, and the public.
7. Answer phone calls, relay messages, and coordinate with housekeeping on room cleaning status and special requests.
8. Report room status, maintenance needs, and lost-and-found items to management.
9. Maintain confidentiality of personnel, financial, guest, and business information.
10. Report any safety issues and/or hazard issues to Management.
11. Ensure the front motel lobby area including the bathroom, laundry, and supply room maintains a professional, safe, clean, and welcoming environment.
12. Assists the motel general manager with the monthly, quarterly, annual reports.
13. Clean and sanitize guest rooms, bathrooms, and common areas.
14. Change bed linens, make beds, and replace towels.

15. Vacuum carpets, shampoo carpets (when needed), sweep, mop floors, empty trash cans, clean windows (as needed), and dust furniture.
16. Restock room amenities (soap, shampoo, coffee supplies) and cleaning supplies.
17. Wash dishes, do light ironing, and laundry.

QUALIFICATION REQUIREMENTS:

1. Proficient with computers and various software programs.
2. Ability to stand, walk, bend, and lift up to 30-50 pounds.
3. Strong attention to detail, multitasking, and time-management skills.
4. Ability to interact effectively and work cooperatively with the general public, co-workers, and vendors.
5. Provide attentive, courteous and efficient service to all guests.
6. Flexibility to work mornings, evenings, weekends, and holidays.
7. Previous customer service or hospitality is preferred.
8. Successfully complete a criminal background check and pre-employment drug test in accordance with applicable SWO policies, procedures, and law. Continued employment may be subject to random drug testing.

EDUCATION and/or EXPERIENCE:

1. Minimum of High School Diploma or GED required.
2. Indian Preference will apply.
3. Veteran's Preference will apply.

Approved _____ Date 10/30/20