



POSITION TITLE: PBX OPERATOR - SHERATON CARLSBAD RESORT AND SPA

CLOSE DATE FOR ACCEPTING APPLICATIONS: OPEN UNTIL FILLED

CLASSIFICATION: Full Time

JOB SUMMARY: Operates electronic switchboard to provide answering service for the hotel.

ESSENTIAL JOB FUNCTIONS:

- Greet and welcome guests upon arrival. Register guests into the computer, verifying reservation, address, and credit information.
- Ensure all security protocols are followed as well as departmental and company procedures.
- Promote the Starwood Preferred Guest Program and provide recognition and benefits to all present members.
- Knowledgeable of the Starwood Preferred Guest Program and the tier benefits.
- Answer all calls by three rings and correctly transfer all calls to appropriate departments.
- Be accountable for all daily activities.
- Knowledgeable of all special promotions for all hotel outlets.
- Knowledgeable of all special hotel accommodation promotions and packages.
- Recognition of repeat guests and familiarization of corporate accounts.
- Offering upgrades to coastal, club rooms, and suites when available.
- Ensure all guest requests are logged in Starguest and follow up calls for completed tasks.
- Correctly processing all check outs by ensuring all billing set up and guest folios paid.
- Issue key to and control entrance of safety deposit boxes. Post miscellaneous charges as requested.

REQUIREMENTS:

- Understand the technologies required in the work you are doing.
- Work with a variety of situations.
- Solve problems using facts and personal judgment.
- React quickly in emergency situations and make decisions that may involve a great amount of money or the safety of others.
- Work with different kinds of people.

PHYSICAL DEMANDS:

- Sedentary work: Exerting up to 10 pounds of force occasionally (occasionally: activity or condition exists up to 1/3 of the time), and/or a negligible amount of force frequently (Frequently: activity or condition exists from 1/3 to 2/3 of the time), to lift, carry, push, or pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs are sedentary; if walking and standing are required only occasionally and all other sedentary criteria are met.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Vision occurs continuously with the most common visual functions being those of near and color vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.