



Position: Lodge Front Desk Clerk \$15/Hour
Reports to: Lodge Manager & General Manager
Summary: To perform outstanding customer service while greeting guests, making reservations, and checking guests in and out of the property.
Hours: Part-time, Fri-Sun
Salary: \$15.00 hourly

Duties & Responsibilities:

- Performs all functions necessary for registration and assignment of rooms.
- Checks out guests and receives all room payments.
- At check out time file guest folio with registration form.
- Receives and directs phone calls and messages.
- Make complete reservations and give guests confirmation number.
- Administers wake up calls.
- Communicates with housekeeping on checkouts.
- Wash linens as needed.
- Found laundry and store laundry appropriately.
- Prints hotel backup reports upon emergencies.
- Complete cashier close-out process.
- Maintains all related records.
- Assists customers in gift shop as needed.
- Other duties assigned.

Qualifications:

- Must be at least 18 years of age.
- Two forms of ID, one of which must be a photo ID.
- Must submit to and pass a drug and alcohol test per Sokaogon Gaming Enterprise Corporation (SGEC) Drug and Alcohol Policy
- Must pass a background investigation.
- Successfully complete a 60-day introductory period
- Ability to operate a computer keyboard; computer experience preferred.
- Ability to walk, stand, and sit for extended periods of time.
- Ability to communicate effectively, both orally and in written form.
- Ability to handle and count cash.
- Exceptional customer service skills
- Preference given to person with hotel experience.
- Must be able to interact well with the public as well as coworkers.
- Native American preference is granted according to P.L. 93-638.

Uniform:

- Black pants (pocket-less or pockets sewn shut)
- Black shoes (no open toe)
- Provided uniform shirt
- Clean and well-groomed appearance
- Sokaogon Gaming Commission (SGC)-issued Gaming License/ID Badge

This position is subject to the following conditions: obtain and maintain a valid Sokaogon Chippewa Gaming Commission license and pass pre-employment and random drug and alcohol screenings. The job description is not intended to be an exhaustive list of all duties or qualifications.

Applications are available at the Casino Player's Club or online at

www.molelakecasino.com

Submit completed applications/resumes to:

Sokaogon Gaming Enterprise Corporation

HR Director

P.O. Box 277, Crandon, WI 54520

SGEC HR Contact Information:

Phone: 715-478-7549

Fax: 715-478-5745

Email: hr@molelake.com