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# Example of Guest Relations Agent Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of guest relations agent. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for guest relations agent

* Receive new trainees and coaching existing team members \* Interact and respond to agents inquiries regarding guest or policy and procedures and assist new agents during training
* Run Reports as needed, test GR applications before system updates are integrated
* Handle off phone duties as needed (coding, outlook emails, BBB, GC printing, Guest Letters assigning, medallia alerts)
* Respond to ICUC Social Media Escalations
* All other duties are assigned
* Operates telephone switchboard stations to answer telephone calls
* Process guest requests for wake-up calls, screening calls, do not disturb, call forwarding, and non-registered guest calls
* Assist guest with accessing the internet
* Contact appropriate individual or depart as necessary to resolve guest calls, requests or problems
* Dispatch bell staff as needed

## Qualifications for guest relations agent

* Conduct oneself in a business-like manner at all times
* Communicate effectively and able to interpret documents and instructions from customers, vendors, and other employees
* Minimum one year guest relations experience
* Possess a positive can do attitude at all times
* Bachelors degree in a relevant discipline preferred- High School certificate required
* Relevant experience is an asset