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# Example of Guest Services Representative Job Description

Our innovative and growing company is hiring for a guest services representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for guest services representative

* Operating any main car park barrier system using the CCTV and changing and updating the server and security data tapes
* Sort and distribute incoming post and fully oversee the daily outgoing post collection including signing for all deliveries and making the arrangements for special collections courier requests
* Responsible for greeting and responding to the needs of these customers by providing information, high quality service and support in a timely manner
* Answer telephone with approved department script for inquiries regarding patient location, meeting sites, visiting hours
* Distribute visitor passes according to policies governing visiting hours, special situations
* Monitor the main lobby area and the information desk to assure orderly patient access to care, providing wheelchair assistance and transportation of patients to specific areas of the hospital as needed
* Assist Volunteer Desk staff, Greeters and Transporters, arranging substitute back-up, monitoring and training staff and functional work environment
* Handle sales transactions for season passes tickets, lessons and attractions
* Will be responsible for maintaining an inventory of vacancies, reservations and room assignments for the hotel
* Must possess a working knowledge of the reservations department

## Qualifications for guest services representative

* Ability to work a 10am-5pm weekend schedule
* Must be able to speak, understand, read and write English and Russian
* Proven working knowledge and understanding of Excel, Word, Outlook, Adobe Reader, Power Point and must have the ability to learn in house systems
* Extensive Computer experience and technical skill required
* Has the ability to efficiently and accurately operate multiple POS systems and accurately handle all forms of payment transactions
* Ability to work Sundays but must be able to work a flexible schedule including weekdays, weeknights, weekends, and holidays as needed