

**Baraga Property**

16449 Michigan Ave  
Baraga, MI 49908  
906-353-6623 x4120  
Fax: 906-353-8786

**Marquette Property**

105 Acre Trail  
Marquette, MI 49855  
906-249-4200 x204  
Fax: 906-249-4401

**Human Resource Department****OJIBWA CASINOS POSITION DESCRIPTION**

JOB TITLE: Front Desk Clerk  
Part time

LOCATION: Baraga

WAGE: Grade 3  
MIN. \$ 9.80 MAX. \$ 11.59

DEPARTMENT: Motel

SUPERVISOR: Motel Manager

CLOSING DATE:

**The Keweenaw Bay Indian Community does not discriminate on the basis of race, color, national origin, sex, religion, or age in employment. However, individuals of Indian Ancestry and Veterans will be given preference by law.**

APPLICATIONS/RESUMES MUST BE SUBMITTED TO:

**HUMAN RESOURCE DEPARTMENT  
16449 MICHIGAN AVENUE  
BARAGA, MI. 49908**

**QUALIFICATIONS/REQUIREMENTS:**

- High School Diploma, GED or High School Certificate of Completion is necessary (Waived for individuals 62 years of age and above and meet all the qualifications in the job description). This qualification may also be waived for KBIC members working toward obtaining their GED who meet the remainder of the qualifications listed. (Applicants must obtain their GED within one year of hire and progress reports must be provided quarterly to the Department Director/Manager and Human Resources Director).
1. Must be 18 years of age or older.
  2. Must be willing to work nights, weekends and holidays.
  3. Good math/computer and clerical (data entry) skills are essential.
  4. Pleasant, friendly, enthusiastic personality, excellent interpersonal, diverse and challenging problem solving and communication skills are a necessity. Excellent customer/employee relation skills are required.
  5. A working knowledge/ability to use a cash register and other standard office machinery is a must.
  6. The individual must be able to deal with the general public and fellow employees with tact, courtesy, respect, objectivity and maturity.
  7. Must be able to establish/maintain productive working relationships with guests, staff and other departments.
  8. Must be willing and able to obtain additional education and training as needed.

**POSITION SUMMARY:** This position is responsible for ensuring that every interaction with a guest is positive and memorable, checking guests in and out of the Resort and responding to inquires regarding Resort services. This non-exempt position works swing shifts as assigned to include nights, weekends and holidays in the Motel.

**DUTIES AND RESPONSIBILITIES:**

1. Greets, registers, and assigns rooms to guests upon their arrival at the Ojibwa Casino Resort and presents charges and receives payment for motel accommodation.
2. Ensures accuracy of guest file information.
3. Ensures that guest ledger balances are secured.
4. Keeps records of room availability and posts guest charges (room, food, beverage, telephone, etc.) and settlements.
5. Assists guests in understanding and settling their accounts.
6. Receives, processes and confirms advance registrations and payments from guests.
7. Responds to queries, concerns, complaints, receive deliveries and take telephone/fax bookings.
8. Reports and documents any observed or known safety hazards, conditions or unsafe practices and procedures to management immediately.
9. Advises guests of available activities (tours, snowmobile trail information, etc.) and presents a positive impression of the Resort.
10. Transmits and receives messages using telephone/switchboard.
11. Performs all other job related duties as assigned by their supervisor.

**PHYSICAL REQUIREMENTS:**

1. Employee must pass a pre-employment physical and drug screen. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.

This summary is intended to indicate the kinds of tasks that will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position shall be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of the employee, nor to exclude other duties not mentioned that are of a similar kind.

Updated job description 10/15.