



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> PBX OPERATOR		<b>JOB CODE:</b> PBXO
<b>BUSINESS</b>		<b>EEO:</b> 8
<b>NON-EXEMPT</b>	<b>NO FLEX</b>	<b>FUNDING SOURCE:</b> NPD
<b>HO-CHUNK PREFERENCE</b>		

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."*

*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

### **POSITION OVERVIEW**

Responsible for all incoming calls and assist callers with answers and direct callers to the appropriate department or guest rooms, which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Represent the hotel in a professional manner at all times.
2. Answer incoming telephone calls and direct callers to the appropriate department or guest room.
3. Maintains an updated telephone directory to facilitate the efficient routing of calls.
4. Answer telephone inquiries of all type and to all callers.
5. Know, understand, and support hotel policies and procedures.
6. Know and understand all facets of the hotel, including room types and rates, service offered, Food and Beverage outlets, and convention floor layout and features.
7. Know and understand recreational, entertainment, and other options throughout the area that are available to visitors and be able to answer questions about them.
8. Refer group inquiries to the Sales Department in a professional manner.
9. Know how to register and check out hotel guests and be able to assist the front desk as necessary during peak periods.
10. Know how to take reservations and enter accurately into the system and be able to assist the Reservations Department during peak periods.
11. Be aware of safety and security issues at all times and report unsafe conditions or apparent security issues at once.
12. Other duties as assigned by management.

### **JOB RESPONSIBILITY**

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interacts with officials and executives Interacts with regulatory authorities Interfaces with outside customers Interfaces with inside customers



Freedom to Act	Operates with significant independence Subject to general input from supervisor Subject to regular review by supervisor
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**MINIMUM QUALIFICATIONS**

**EDUCATION:**

1. High School graduate or equivalent.

**ESSENTIAL:**

1. Must be bondable.
2. Must have dependable transportation.

**EXPERIENCE:**

1. Basic familiarity with the Microsoft Windows computer operating system environment.

**KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Ability to communicate clearly and effectively verbally and in writing.
2. Ability to type at least 40 words per minute.
3. Must understand and follow organizational chain of command.

**WORK PLACE RESPONSIBILITY**

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.

**WORKING CONDITIONS**

1. Able to work varied hours and shifts, including evenings and weekends if needed.
2. Requires keyboarding, writing, sitting, and hearing and visual perception.