



Front Desk Agent/Guest Services

Wutabon, Inc. is an immigrant workforce platform which provides employment pathways alongside integrated social services to support employees' personal and professional growth. Wutabon is a subsidiary of QARI (Quincy Asian Resources, Inc.), a not-for-profit immigrant social service organization founded in Quincy, MA in 2001. QARI and Wutabon partner with world renowned employers in Massachusetts, Rhode Island, and New York City to help support immigrant employees and their families to access sustainable employment pathways and a broad range of services, including adult education (English and Citizenship classes), health and wellness programs, youth programs, and wraparound family support.

Wutabon is looking for enthusiastic team players to join our team as Front Desk Agents at a hotel partner site, with opportunities in Brookline, Needham, Arlington, MA and Soho, New York City. Full and part-time opportunities are available.

FLSA Status: Non-Exempt

Hours/Week Category: Full Time/Part Time

Reports To: Wutabon Operations Manager/Front Desk Manager

Key Responsibilities

- Handle requests and transactions of hotel guests.
- Serve as the main point of contact for all guest requests and needs.
- Exhibit courteous hospitality at all times to guests and associates.
- Be proactive in offering additional services and informing guests of hotel facilities and local attractions.
- Administer hotel guest payment policies.
- Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with guests, vendors, co-workers & management.
- Post all charges including valet and other miscellaneous charges to the guest account.
- Maintain hotel key security system.
- Oversee safe deposit boxes for guests.
- Verify credit cards and balance banks at the end of the shift.
- Run and verify availability reports at the beginning of the shift. Update report as needed.
- Review communications log at the beginning of the shift.
- Know and follow the hotel's emergency procedures in the event of an actual emergency.
- Notify the appropriate supervisor immediately of any problem with rooms.
- Check in and check out should be as expeditiously as possible.
- Knowledge of hotel phone systems to allow transferring of calls to rooms & voicemail.
- Prompt distribution and notification to guests of mail.

WUTABON

Skills & Qualifications:

- High school graduate or equivalent.
- Ability to multi-task and manage time effectively.
- Ability to communicate clearly and effectively with all levels of the company.
- Proficiency in Microsoft Word, Excel, PowerPoint, Google Drive.
- Ability to always stay composed and professional.
- Willing to undergo background checks and drug screening.
- Work a flexible schedule/shift/work area, including weekends, nights, and/or holidays
- Demonstrated problem solving skills and analytical skills.
- Excellent customer service skills, communication skills and interpersonal skills.
- Previous hotel receptionist experience desired.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 50 pounds at times.

QARI/Wutabon, Inc. is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

For applicants via Indeed: If you require alternative methods of application or screening, you must approach the employer directly to request this as Indeed is not responsible for the employer's application process.

Interested applicants should submit their cover letter and resume to Human Resources at hr@wutabon.com.