

Employee Requisition Form

Position to Be Filled: Housekeeping Dispatcher

Purpose: This position is central to the effective operation of the department. It encompasses responsibilities for maintaining the flow of the guests' request and complaints. They will maintain an accurate system of record keeping and communication with all departments on property.

Required Qualifications / Essential Duties:

- Answers the telephone and radio and dispatches numerous guest calls requesting various services to the appropriate person(s).
- Follow up on the dispatched request to ensure satisfactory resolution.
- Maintains an accurate written record of all calls / requests / complaints received by housekeeping.
- Performs administrative duties including but not limited to: sorting and distributing mail, answering phone calls and taking / distributing phone messages, typing, preparing reports, filing, copying, faxing, taking minutes for meetings, making business related phone calls and ordering supplies.
- Communicates with other departments including but not limited to: the Front Desk of the Hotel, Engineering, and Room Service.
- Controls lost & found items once identified and claimed by rightful owner(s).
- High School Diploma or GED required
- Must have computer skills sufficient to accomplish daily tasks.
- Must be able to demonstrate all aspects of hospitality, professionalism, prompt and courteous service, with extreme attention to detail.
- Bi-lingual helpful.

Reports To: Housekeeping Supervisor

Starting Rate of Pay: D.O.E

Approximate Hours: 40

Date Needed: ASAP

Filling Deadline: Open Until Filled

Recruitment Representative
kam

Date Posted