Service Contract Act (SCA) Desk Clerk
US4047

Job Overview:

The Service Contract Act (SCA) Desk Clerk performs any combination of the following duties for guests of hotel, motel, or other lodging facility: registers and assigns rooms to guests; issues and receives room keys; date-stamps, sorts, and racks incoming mail and messages; receives and transmits messages using equipment such as telephone switchboard or console; answers inquiries pertaining to establishment services, shopping, dining, entertainment, and travel directions; keeps records of room availability and guests' accounts; computes bills, collects payments, and makes changes for guests. The SCA Desk Clerk makes and confirms room reservations, may post charges such as room, food, liquor, or telephone to guest accounts by hand or electronically, make restaurant, transportation, or entertainment reservations, and arrange for tours, may deposit guests' valuables in safe or safe-deposit box, and may sell tobacco products, food, candy, newspapers, etc.

General Responsibilities:

- Understands and follows all policies and procedures.
- Performs administrative duties for the front desk, guest check-in, check-out, and billing.
- Maintains record of accurate room inventories.
- Issues room keys.
- Receives and transmits mail.
- Receives telephone and takes written messages for customers and guests.
- Answers inquiries pertaining to hotel services, shopping, dining, and entertainment.
- Makes and confirms reservations for hotel, transportation, restaurant, entertainment and/or tour reservations.
- Provides travel directions.
- May fulfill special service requests on an as needed basis through services such as securing valuables and/or ordering complimentary amenities.
- May serve as a lead Front Desk Clerk in guiding and orientation of lower level Front Desk Clerks.
- Complies with all company safety and risk management policies and procedures.
- Reports all accidents and injuries in a timely manner.
- Participates in regular safety meetings, safety training and hazard assessments.
- Applies all applicable OSHA and related local safety requirements to all assigned work.
- Performs all work in accordance with established safety procedures.
- Attends training programs (classroom and virtual) as assigned.
- May perform and receive applicable compensation per SCA regulations for other

job duties and responsibilities as assigned.

Job Qualifications:

Experience/Knowledge:

- High School diploma, GED or equivalent experience.
- 0 – 2 Years of related experience.

Skills/Aptitude:

- Ability to present self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to maintain a positive attitude.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Ability to maintain a professional relationship with all co-workers, vendor representatives, supervisors, managers, customers and client representatives.
- Ability to provide clear directions and respond accordingly to employees.
- Must have basic phone and computer skills (internet, email, texting, etc.).
- Good attention to detail.
- Ability to work well under pressure.
- Excellent oral and written communication skills.
- Excellent management and organizational skills.
- Ability to work well alone and in a team.
- Knowledge of and proficiency in all OSHA and local requirements related to all assigned work.

License/Qualifications

Certifications: None.

General Qualifications:

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Attends work and shows up for scheduled shift on time with satisfactory regularity.
- Ability to work a flexible schedule.
- Must comply with any dress code requirements.

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Significant walking or other means of mobility.
- Ability to work in a standing position for long periods of time (up to 8 hours).

Working Conditions (may add additional conditions specific to defined work location):

- Generally, work is performed in an indoor setting; however, may participate in outside activities and events.
- Varying schedule to include evenings, holidays, weekends and extended hours as business dictates.
- While performing the duties of this job, the employee is primarily in a controlled, temperate environment; however, may be exposed to heat/cold during support of outside activities.
- The noise level in the work environment is usually moderate to loud.
- Wears protective clothing and/or Personal Protective Equipment required by the work environment or governmental regulations

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

***Employee*_____**

***Date*_____**

***Manager*_____**
***Date*_____**