

**Lodge Desk Clerk**

**Nature of Work**

Under general supervision, at the full-performance level, checks guest in and out of state owned and operated recreation facilities and assists in the daily operation of the reservations desk area. Receives and processes reservations by mail, phone or in person; registers guests upon arrival. Writes daily and/or weekly bank deposits, revenue reports and other related reports. Performs related work.

**Examples of Work**

Registers guests by phone, mail or in person.  
Assigns appropriate rooms or cabins based on their availability.  
Orders supplies used in assigned area.  
Writes daily and/or weekly bank deposits, revenue reports and other related reports.  
Writes receipts and collects money for lodging and services.  
Registers campers and assigns campsites.  
Displays brochures, post cards and other information material in desk area and other assigned places.  
Mails brochures and information as required.  
Types and files related paperwork.  
May oversee and coordinate work of other lodge desk clerks.

**Knowledge, Skills, and Abilities**

Ability to perform mathematical calculations.  
Ability to communicate easily and clearly, both orally and in writing.  
Ability to type and file accurately and efficiently.  
Ability to operate office equipment.  
Ability to coordinate the work of others.

**Minimum Qualifications**

TRAINING: Education equivalent to graduation from a four-year high school.  
EXPERIENCE: No previous experience necessary.  
SUBSTITUTION: A combination of completion of the eighth grade and one year of full-time or equivalent part-time paid experience in retail sales or reservation/registration-desk-related work may substitute for the training.

Established: 9/16/93  
Effective: 10/16/93