



## Hostelling International – San Francisco City Center

685 Ellis Street, San Francisco, CA 94109 Email: [jobs@hiccstaff.org](mailto:jobs@hiccstaff.org)

### Front Desk Associate/Evening Café Full Time

HI San Francisco City Center, a 220 bed hostel located near Civic Center in the Uptown Tenderloin - Little Saigon district, is currently seeking a dynamic and hospitality-minded Front Desk Associate to join our team.

Working at a hostel allows you to meet people from points all over the globe, to experience and facilitate intercultural exchange, and to explain to people the world over how to get to the Golden Gate Bridge. Our FDA's are expected to provide a fun, casual, homey space for our intrepid guests, while working behind the scenes to maintain a professional and safe environment for us all. You will also be a de facto ambassador for San Francisco, so a love for this city and a desire to share that love with others are musts.

City Center has a cozy and warm atmosphere with a unique vibe, to which each member of our eclectic staff contributes. On a typical day, you will find yourself registering guests, processing payments, playing reservation system tetris to get as many people in bottom bunks as you can, giving directions, booking tours, solving interesting and perplexing travel-related problems, and generally interacting with tons of cool and diverse people. Additionally, our staff have the perk of engaging with our guests by helping with various hostel activities from movie nights to hostel dinners to pub crawls. Most of our FDA's also work shifts in Ivy's Place, our on-site evening beer and wine bar where travelers converge to meet and mingle.

Are you ready to work in an environment that can sometimes be described as a human hurricane? To meet interesting/funny/odd people from such far flung places as Oslo, Belize, and New Jersey? To convert Fahrenheit to Celsius, pounds to kilos, and tablespoons to milliliters? If you have answered "Yes!" to these questions, apply today!

#### Required Skills:

- Excellent guest service skills
- Confident computer skills
- Ability to multi-task in a fast-paced environment
- Service/hospitality or related experience
- Cash handling experience
- Ability to climb stairs and access top bunk beds in order to assist guests in case of emergency
- Positive attitude and sense of humor
- Ability to be flexible with scheduling
- Other duties assigned by management

#### Experience:

- Previous hostelling or travel experience a big plus
- Authorized to work in the U.S.
- 2<sup>nd</sup> language a HUGE plus
- High school diploma

TO APPLY

Please address the following questions in your cover letter and send it with your resume to Anthony Chavez, Front Desk Manager, at the email [jobs.sfcitycenter@hiusa.org](mailto:jobs.sfcitycenter@hiusa.org), with "Front Desk Associate" in the subject line. No phone calls, please.

- Have you stayed in a hostel before?
- What skills and personality do you feel you can bring to this position?
- When are you available to start?
- Are there days/times when you are unavailable to work?
- Are you interested in Part Time or Full Time employment?
- Do you have vacation plans or need time off in the next six months?

APPLICATION DEADLINE: Wednesday December 15<sup>th</sup>, 2016 or until position is filled.

HIUSA is a Non-Profit organization with a mission "to help all, especially the young, gain a greater understanding of the world and its people through hostelling."

HI-USA is an equal opportunity employer.