

POSITION ANNOUNCEMENT

Guest Services Assistant

Hostelling International Houston: The Morty Rich Hostel is a 501(c)(3) non-profit organization dedicated to promoting intercultural exchange, environmental stewardship and world peace through hostelling. We are a part of the larger organization, Hostelling International USA, which operates a network of nearly 60 quality hostels and runs a variety of different programs in their communities throughout the United States.

HI-Houston is located in the funky and diverse neighborhood of Montrose. We are seeking a personable, energetic and proactive Guest Services Assistant to help us share the best of Houston with our guests. HI-Houston prides itself on its excellent guest reviews and will expect any potential employee to meet this established standard on a daily basis. To see where you will be working, please visit our website at www.hiusa.org/houston. We are looking to fill the positions quickly, so get in touch and let us know why you would be a good fit with HI-Houston.

Responsibilities:

- Provide a welcoming and fun atmosphere, while maintaining a clean and secure facility
- Act as a representative of HI-USA and promote its mission, goals and programs in a positive and professional manner
- Consistently provide quality customer service and information about the hostel, Montrose and Houston to our guests and visitors
- Provide reservation information in person, over the phone and through the internet, as well as process cancellations and changes to reservations
- Accurately record payment and registration information with a strong attention to detail
- Work honorably and efficiently without direct supervision
- Multi-task and remain calm and patient in stressful situations
- Provide assistance in emergencies any time while on hostel premises
- Complete extra projects self-initiated or assigned by the General Manager
- Housekeeping, laundry, maintenance and grounds keeping duties
- Other duties as assigned by management.

Qualifications:

- Must have customer service experience and enjoy working with people
- Positive, up-beat, and willing attitude
- Experience with PCs, MS Windows and MS Office Suite
- Accurate, neat, and thorough record keeping, with experience reconciling a daily cash drawer and inventory
- Demonstrated ability to work effectively without immediate supervision
- Adaptability and willingness to do a variety of tasks including housekeeping, grounds keeping, and maintenance
- Conflict resolution skills and ability to act decisively in a crisis
- Must be flexible regarding work schedule as hours will include weekends and holidays.

- Must have the ability to remain alert and productive between the hours of 11:00pm to 7:00am
- Ability to enforce the rules, while still maintaining a positive customer service attitude
- Excellent oral, communication, and organizational skills
- Eager to work as part of a team
- Must have at least 10 spaces of availability in a week, two of which must be on Friday, Saturday or Sunday (Required)
- Must be able to work on holidays (Required)
- Interest in hostels and travel (Required)
- Knowledge of the Montrose area and public transportation systems available in Houston (Required)
- Experience working with the property management system, ASSD (Preferred)
- Conversational ability in Spanish, Chinese, French, German (Desired)
- First Aid and/or CPR certified (Desired)

Physical Requirements:

- Ability to lift 20 to 30 pounds
- Ability to move up and down three flights of stairs numerous times during one shift
- Ability to climb small ladders and step stools to work with overhead equipment
- Ability to move freely

Hours:

Hours: AM shift 7am-3pm, PM shift 3pm-11pm, ON shift 11pm-7am

Position would be primarily be afternoon shift and overnight shifts

16-24 hours per week

Must be able to work holidays and weekends

REPORTS TO: General Manager, Melissa Sanchez

Email your resume, cover letter and a list of three references to gm.houston@hiusa.org with the title Houston Guest Services Assistant. Resumes without a cover letter or introductory email will not be considered. No phone calls please. Please do not drop off resumes at the hostel.

HI USA is an Equal Opportunity Employer.