Full-Time Overnight Front Desk Associate
HI-SF Downtown

HI-San Francisco Downtown is a 340-bed hostel around the corner from Union Square. Our primary purpose as a not-for-profit is to promote cultural understanding and introduce people from all over the world to our city from the staff's unique perspective. As a font desk staff member, you would be the face and the heart of the hostel. We look for staff members who are exacting in their work and who believe in our mission. You may be helping someone find the Seward Street slides, simply extending someone's reservation, or be the first person a traveler has spoken to in the US. We believe strongly in staff development, and we offer additional informal training beyond the basic duties of the front desk, including management and guest activity coordination. Rapid advancement is common in HI-USA for those who want it. If you want to meet people from around the world, this is the job for you.

RESPONSIBILITIES

- Embody HI-USA's not-for-profit mission to help people gain a greater understanding of the world and it's people through hosteling
- Make guests feel welcome and provide friendly and excellent service and information (what *you* like to do, weird spots in SF that only you know about!)
- Enforce hostel policies
- Use our property management software to create, check-in, check-out, and edit guest reservations.
- Work in conjunction with Engagement Coordinator to promote our hostel-run events like the pub crawl, Mission District tour, bike tour, and others
- Handle money accurately
- Minor cleaning duties
- Requires the physical ability to perform any task associated with operation of the hostel, lift up to 50 lbs and to stand for long periods of time.
- Other duties as assigned by the General Manager, Assistant General Manager, or Front Desk Manager (your direct supervisor).

HOURS

This is a FULL-TIME, overnight, hourly position, averaging 30 - 37.5 hours (4-5 shifts) per week. Overnight staff work 11:30 pm - 7:30 am shifts or 10:30 pm - 6:30 am shifts, as needed by the hostel. Work schedules are not guaranteed — candidates must be able to work additional shifts, weekends/holidays.

BENEFITS

We provide full medical, dental, and vision for full-time employees. We offer 11 paid holidays, as well as generous vacation and sick time accrual. Employees also receive free stays at any HI hostel in the US.

TO APPLY

Please send a resume and a brief cover letter answering the questions below to lovisa.carlvik@hiusa.org. Please make the subject of the email "FT Overnight." No phone calls please.

1. Have you stayed in a hostel before?
2. When are you available to start?
3. Are there days/hours you are unavailable to work?
4. Do you have vacation plans or need time off in the next six months?
5. What's your favorite thing to do in San Francisco?

HI-USA is an equal opportunity employer.