

**PERDIDO BEACH RESORT**  
Position Description

Position Title: **PBX Operator**

Department: **Front Office**

Reports to: Front Desk Mgr. or  
Front Desk Supervisor

FLSA Designation: Nonexempt

Date Written/Revised: 10/02/02

**POSITION PURPOSE:** Answer internal and external telephone calls in a friendly and courteous manner, direct calls through the hotel switchboard. Input wake up calls and messages in to the system, retrieve messages as requested. Actively coordinate communications within the hotel including emergency procedures, alarms, life safety, natural disaster, and shuttle van services, acting as a liaison to all appropriate local Emergency Services.

**EXAMPLES OF DUTIES:**

ESSENTIAL FUNCTIONS:

Average  
Percent  
of Time

- 35 • Promptly answer telephone calls speaking English, greet callers with a positive and clear voice. Listen to ascertain the correct extension. Reading and using a moderately complex computer console, direct calls to appropriate line. Requires sitting in a confined space for long periods of time to continuously perform essential functions.
- 15 • Transcribe complete messages and repeat information to verify accuracy. Input and retrieve messages from the computer as requested. Read and verbally recite exact messages for guests. May include recording reservations during special hotel programs.
- 10 • Receive wake up call information, input cautiously into the automated wake-up system and verbally confirm time to guest.
- 15 • Act as liaison between guest and security, guest services or engineering. Provide timely information via paging system and two way radios to employees in response to emergencies and guest requests such as plumbing problems, airport shuttle service, etc.
- 5 • Briefly answer basic inquiries, such as time, extension numbers, outlet hours, etc.
- 10 • Remain calm and polite especially during emergency situations and/or heavy hotel activity. Listen to details to identify nature of problem and respond appropriately in accordance with established procedures. Initiate emergency response as necessary and legibly document pertinent details. Resolve complications and complaints such as missed wake up calls or missed messages using previous experience and good judgement.

**Other:**

Regular attendance in conformance with the standards, which may be established by the Resort from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.

Upon employment, all employees are required to fully comply with Resort rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

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**SUPPORTIVE FUNCTIONS**

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Operate facsimile machine to send, receive, and log transmissions. Notify guests using the message function of the computer of incoming faxes, package and express mail deliveries.
- File departure registration cards alphabetically error-free.
- Maintain an alert, attentive, calm, and reassuring tone of voice.
- Be responsive to guest's requests by communicating their needs to appropriate departments in a prompt and courteous manner.
- Other duties and special projects as assigned by the supervisor such as room reservations processing, selected guest service functions.
- If someone calls and asks for a guest's room number, simply connect them to the guest's room without giving out the room number. If there is no answer, ask the caller if he/she wishes to leave a message. If so, take the message.
- Do not give out a guest's room number under any situation.
- If someone calls from a room indicating there is a security or medical emergency, immediately call appropriate management (security or assistant manager) and appropriate outside agency (police or paramedics) as directed. There must be no delay in handling these situations.
- Handle guest complaints and concerns as an emergency. Early response could prevent a simple problem from becoming a serious one.
- Report to management any strange or unusual calls you may handle.

**SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Ability to effectively deal with employees and customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger and collect accurate information.
- Considerable ability to listen effectively and speak English clearly on the telephone in a polite and understandable manner.
- Ability to access and accurately input information using a moderately complex computer system.
- Ability to read the English language to fully comprehend and communicate clearly all guest messages.
- Ability to sit and continuously perform essential job functions in confined spaces in close proximity to other employees.

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**QUALIFICATION STANDARDS**

**Education:**

Any combination of education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge skills and abilities. High school diploma preferred.

**Experience:**

No prior experience required. Prior hospitality and/or communications experience preferred.

**Licenses or certificates:**

No special licenses required.

**Grooming:**

All employees must maintain a neat, clean and well groomed appearance (specific standards available).

**Other:**

Applicants with additional language skills preferred.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_