



Job Opportunity

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Position:
Guest Services Associate

Location:
Lemon Grove, California

Posting Date:
April 15, 2010

Description Salary Range: \$13.09 - \$15.40 hr.

Our unique environment requires employees with a spiritual nature who align themselves with our Mission, Values and Principles and understand that as a 24/7 facility, there is a need to be open to a flexible work schedule, including weekends, evenings and some holidays.

We are searching for friendly, customer service oriented, motivated and compassionate professionals to join our Guest Services Team as Guest Service Associates. The successful candidates will have outstanding phone skills, exceptional customer service, and professionalism, be accommodating and have a positive attitude with the ability to interact well with guests, adherents, inquirers, management and peers.

Guest Services Associates at OHI provide the highest level of customer service at our Front Desk, our OHI Store, and on the telephone to ensure our guests have a positive experience while participating in our program.

Front Desk Duties: Provide accurate program information to guests, answer main reservation phone lines, review and respond to inquiry emails, provide customer service and concierge services to guests to locate information, accept and confirm guest reservations, collect and post guest tuition payments, maintain accurate records of room availability and guests' accounts, perform night audit and day-end close procedures, process guest refunds, prepare weekly planners and program learning material for incoming guests, mail brochures and confirmation letters.

Store Duties: Provide accurate store product knowledge to guests, provide customer service and assist guests with store purchases, conduct phone/catalogue sales, collect and process payment for store purchases, reconcile daily sales receipts, stock and maintain clean store appearance, process shipping and receiving of product inventory, maintain orderly product warehouse/storage work area.

Associate's degree or equivalent from 2 year College or Technical School or 2 years minimum related training; or equivalent combination of College, Customer Service Training and Technical School Training. Minimum of 2 extensive years of experience in hospitality, ministry, retail or healthcare industries; 2 years extensive customer service experience relating to educating clients in product support and/or product knowledge and 1 year office procedures and processes experience. Excellent communication and MS Office skills required. Supervisory experience a plus. Strengths for this position include: customer service, hospitality experience, front desk, customer care.

We offer a rewarding non-smoking, drug-free work environment and a competitive benefits program. Join a faith-based organization committed to your success.

