

Job # GS-FL-2011-2109-A

Guest Service Agent

From	20 Nov 2020	To	11 Sep 2021
Workplace	Islamorada, Florida	Date posted	4 Oct 2020
No of workers required:	3	Wages:	\$12.08 - \$13 per hour
		Overtime:	\$18.12 - \$19.50 per hour
No of hours per week:	35	Schedule:	9am – 4pm (Mon – Sun)
Experience required:	6 months	Education required:	NO

Job Description

Guest Service Agents will be responsible for operating telephones in a polite and friendly manner following proper telephone etiquette, greeting guests, assisting with reservations and luggage, distributing resort information and schedules, and collecting and sorting the mail on a daily basis.

Will report directly to Director of Rooms at Cheeca Lodge & Spa.

Travel is not required.

Daily transportation to and from worksite is not provided.

On-the-job training will be provided.

Special Requirements

Must possess at least six (6) months of guest service experience at a high-end hotel, resort, or private club.

Wages & Re-imbursments

Wage: \$12.08 - \$13.00 per hour, paid bi-weekly.

Overtime is available at \$18.12 - \$19.50 per hour.

Employees may be eligible for additional compensation in the form of performance-based and social media recognition incentive pay.

Schedule: **35 hours per week**. Work schedule can vary and can include evening and weekend hours. Work may be performed on any day of the week from Monday through Sunday. Work hours are from 9:00am to 4:00pm and may vary.

A single workweek will be used to compute wages due.

Housing is offered and optional. Cost of housing, if accepted, is \$200.00 per week. If used, total cost of will be deducted from paycheck. A \$150.00 refundable security deposit is required, to be deducted from paycheck in equal \$50.00 installments from employee's first three (3) paychecks.

Additionally, optional benefits may be offered to worker, for worker's sole benefit, including but not limited to medical, dental and vision insurance, short-term disability, long-term disability, 401k, and life insurance.

If voluntarily elected by worker, employee costs/contributions for benefits will be deducted from paycheck. All deductions from paycheck required by law will be made.

If the worker completes 50% of the work contract period, employer will pay directly for and/or reimburse workers for transportation and subsistence from the place of recruitment to the place of work.

Upon completion of the work contract or where the worker is dismissed earlier, employer will provide or pay for worker's reasonable costs of return transportation and subsistence back home or to the place the worker originally departed to work, except where the worker will not return due to subsequent employment with another employer.

The employer will pay directly for and/or reimburse workers for all reasonable inbound transportation and subsistence costs within the first workweek.

The employer will pay directly for and/or reimburse workers for all reasonable outbound transportation and subsistence costs during the last workweek. The amount of transportation payment or reimbursement will be equal to the most economical and reasonable common carrier for the distances involved.

Daily subsistence will be provided at a rate of \$12.68 per day during travel to a maximum of \$55.00 per day with receipts. The employer guarantees to offer work for hours equal to at least three fourths of the workdays in each 12- week period of the total employment period.