

# I. Accommodations Clerk Series:

Accommodations Clerk I  
Accommodations Clerk II

## II. Summary of Series:

Incumbents of positions in this series accept customer reservations; register guests and assign rooms; receive payment; maintain clerical and financial records; and perform other related work as required.

The basic purpose of this work is to perform a variety of duties involved in running the front desk of an accommodations area in order to provide for the comfort and convenience of patrons.

## III. Organization Levels:

Accommodations Clerk I: is the entry-level clerical job in this series. Depending on agency assignment, it may be the first-level supervisory job.

Accommodations Clerk II: is the first-level supervisory job in this series, or, depending on agency assignment, may be the second-level supervisory job.

## IV. Examples of Duties Common To All Levels In Series:

1. Accepts advance reservations by mail, telephone, or in person; examines reservations for correctness.
2. Registers guests, assigns rooms, and issues keys.
3. Receives payments, issues receipts to guests, and enters transactions onto guest bills.
4. Makes disbursements for security deposits or refunds and records them in appropriate format.
5. Distributes mail and messages to guests.
6. Provides information to the public by telephone, mail, or in person concerning available accommodations and services. Refers inquirers to the appropriate source of other information as necessary.
7. Maintains manual, mechanical or electronic records of such information as room reservations or room charges. Locates and withdraws information from records in response to inquiries or requests by supervisor.

8. Performs miscellaneous clerical duties, such as: receiving and distributing mail; requisitioning office supplies; operating various office machines; reproducing documents. May operate a telephone switchboard.
9. May initiate correspondence concerning use of facilities and procedures, maintaining appropriate files.
10. May assist in bookkeeping duties associated with hotel accommodations, including posting transactions, totalling and balancing records, or assisting in compiling financial statistics.
11. May prepare forms and reports.

V. Differences Between Levels In Series:

Accommodations Clerk II:

Incumbents of positions at this level also:

1. Reconciles receipts with sales records; posts revenue in cash receipts journal manually or electronically; maintains other manual or electronic accounting records as necessary.
2. Prepares more complex reports, such as state tax reports, financial statistics, or statistics on hotel accommodations business.
3. Conduct on-the-job training of assigned employees concerning clerical procedures, agency policies, etc.
4. Schedule work hours of employees, ensuring adequate personnel coverage during hours of operation.
5. Perform collection activities for unpaid hotel bills, including billing patrons, contacting authors of bad checks, and assists in the filing of criminal complaints as necessary.

VI. Relationships With Others:

Major work contacts include Campus Center personnel, hotel guests, and persons requesting information.

VII. Supervision Received:

Accommodations Clerk I:

Incumbents of positions at this level receive direct supervision from Accommodations Clerks or other employees of higher grade, who provide training on procedures, instructions on work assignments, and review performance through inspection and verbal reports for accuracy, completeness, neatness, and compliance with instructions.

Accommodations Clerk II:

Incumbents of positions at this level receive general supervision from employees of higher grade, who provide policy guidance, assign work, and review performance through conferences and reports for effectiveness and conformance to policies and procedures.

VIII. Supervision Exercised:

Accommodations Clerk I:

May functionally supervise (i.e., exercise supervision over certain, but not all, work activities; or exercise supervision over all work activities on a temporary basis) 1-5 employees performing routine clerical duties.

Accommodations Clerk II:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to, and review the performance of 1-5 employees.

IX. Working Conditions:

Accommodations Clerks may be required to stand for prolonged periods of time; may work varied shifts and/or irregular hours (i.e., weekends, holidays, evenings); and are required to deal courteously with the public on a regular basis.



X. Qualifications Required At Hire For All Levels In Series:

1. Ability to understand and apply the rules, regulations, policies, and procedures governing the assigned unit activities.
2. Ability to read, write, comprehend and speak the English language.
3. Ability to follow written and oral instructions.
4. Ability to operate cash register, hotel posting machine, Telex, computer terminal, PBX switchboard, typewriter, photocopier, calculator.
5. Skill in operating typewriters and calculators.
6. Knowledge of clerical office practices and procedures including office recordkeeping, office correspondence control, types and uses of office equipment and supplies, and business letter preparation.
7. Ability to explain the laws, rules, policies and procedures governing assigned unit activities.
8. Ability to perform arithmetic computations with accuracy (i.e., addition, subtraction, multiplication, division).
8. Ability to maintain accurate records and to prepare reports from such records.
9. Ability to deal tactfully with others.
10. Knowledge of bookkeeping and financial reporting procedures (i.e., posting, totalling, cross-checking transactions, preparing summary reports).
11. Ability to understand and follow written and oral instructions.
12. Ability to assign, supervise, and review the work of employees engaged in subordinate clerical duties.

Based on assignment, the following additional qualifications may be required at hire:

1. Willingness to work varied shifts and/or irregular hours (i.e., weekends, holidays, evenings).
2. Ability to stand for prolonged periods of time.

Additional qualifications required at hire for  
Accommodations Clerk II positions:

1. Skill in operating hotel office machines, such as cash register, hotel posting machine, Telex, computer terminal, PBX switchboard, photocopier.
2. Ability to give oral and written instructions in a precise, understandable manner.
3. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished and the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.
3. Ability to determine proper format and procedure for assembling items of information.
4. Knowledge of general hotel operations and correct hotel office procedures.
5. Knowledge of state tax reporting requirements and procedures.
6. Ability to make minor decisions in accordance with laws and regulations and to apply them to work problems.

XI. Qualifications Acquired On-The-Job At All Levels In Series:

1. Knowledge of the laws, rules, policies and procedures governing assigned unit activities.
2. Knowledge of the types and uses of agency forms.
3. Knowledge of the proper telephone procedures for making and receiving unit calls.

Additional qualifications acquired on-the-job in  
Accommodations Clerk I positions:

1. Skill in operating hotel office machines, such as photocopier, hotel posting machine, Telex, computer terminal, PBX switchboard, calculator.

2. Knowledge of general hotel operations and correct hotel office procedures.

Additional qualifications acquired on-the-job in Accommodations Clerk II positions:

1. Knowledge of the principles, practices, and techniques of supervision.

XII. Minimum Entrance Requirements:

Accommodations Clerk I:

Applicants must have at least

- (a) one year of full-time or equivalent part-time experience in office work, or
- (b) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A diploma as evidence of graduation from the commercial or business course of a recognized high school or vocational/technical high school may be substituted for the required experience.\*

II. A diploma as evidence of graduation from a course other than the commercial or business course of a recognized high school or vocational/technical high school, or possession of a Massachusetts high school equivalency certificate may be substituted for a maximum of eight months of the required experience.\*

III. A diploma for completion of a program in a recognized non-degree granting business or secretarial school above the high school level may be substituted for the required experience.\*

IV. An Associate's or higher degree or diploma may be substituted for the required experience.\*

\*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.



Accommodations Clerk II:

Applicants must have at least

- (a) two years of full-time or equivalent part-time experience in hotel office clerical or accounting work, or
- (b) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A diploma as evidence of graduation from the commercial or business course of a recognized high school or vocational/technical high school may be substituted for a maximum of one year of the required experience.\*

II. A diploma as evidence of graduation from a course other than the commercial or business course of a recognized high school or vocational/technical high school or possession of a Massachusetts high school equivalency certificate may be substituted for a maximum of eight months of the required experience.\*

III. A diploma for completion of a one-year, full-time or equivalent part-time, program in a recognized, non degree granting business or secretarial school above the high school level may be substituted for a maximum of one year of the required experience.\*

IV. A diploma for completion of a two-year, full-time or equivalent part-time, program in a recognized non degree granting business or secretarial school above the high school level may be substituted for the required experience.\*

\*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

XIII. Special Requirements:

None.

Occupational Group ----

7/29/86

Revised / /

I. Accommodations Services Night Manager Series:

Accommodations Services Night Manager.

II. Summary of Series:

Incumbents of positions in this series manage hotel accommodations during the night shift; register guests and assign accommodations; perform night audit; monitor the security of the facility and safety of employees and guests; and perform related work as required.

III. Organizational Levels:

Accommodations Services Night Manager is a service job.

IV. Examples of Duties Common To All Levels In Series:

1. Accepts reservations and registers guests; accepts and distributes guests mail; assigns and monitors guest safe deposit boxes.
2. Operates PBX, Key control, and calculator.
3. Performs night audit, verifying and balancing entries and records of daily financial transactions.
4. Posts and records charges, reconciles balances, prepares reports; makes deposits.
5. Responds to inquiries regarding hotel's services, both orally and in writing.
6. Develops and updates training manual operation of night shift, administers training program for night shift personnel.
7. Monitors and periodically tours the facilities; receives reports from on-duty personnel and may communicate with other departments in order to ensure the security and welfare of property, employees and guests.

V. Differences Between Levels In Series:

None.



VI. Relationships With Others:

Major work contacts are with the general public, hotel guests and department personnel.

VII. Supervision Received:

Incumbents of positions at this level receive direct supervision from an employee of higher grade who assigns duties and reviews performance for efficiency and conformance with instructions.

VIII. Supervision Exercised:

Incumbents of positions at this level exercise direct supervision over 1-5 service personnel.

IX. Working Conditions:

Incumbents work indoors and are not exposed to any unusual working conditions.

X. Qualifications Required AT Hire For All Levels In Series:

1. Ability to manage hotel accommodations services.
2. Ability to understand and apply the rules, regulations, policies and procedures governing assigned unit activities.
3. Ability to supervise and train other employees and students.
4. Ability to operate PBX, Key control, calculator.
5. Ability to work accurately with names, numbers, codes and symbols.
6. Ability to post and record changes, reconcile balances, create reports.
7. Ability to maintain accurate records.
8. Ability to deal tactfully with others.
9. Ability to follow oral and written instructions.
10. Ability to communicate effectively in oral expression.

11. Ability to read, write and comprehend the English language.
12. Some knowledge of office practices and procedures.
13. Ability and willingness to work night shift.
14. Manual dexterity.
15. Ability to exercise sound judgment.

XI. Qualifications Acquired On Job At All Levels In Series:

1. Knowledge of the rules, regulations, policies and procedures governing assigned unit activities.
2. Knowledge of the proper telephone procedures for making and receiving calls.
3. Knowledge of the principles, practices and techniques of supervision.

XII. Minimum Entrance Requirements:

Applicants must have at least (A) three years of full-time, or equivalent part-time experience in hotel/motel office work, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. A diploma as evidence of graduation from a course other than the commercial or business course of a recognized high school or vocational/technical high school or possession of a Massachusetts high school equivalency certificate may be substituted for a maximum of eight months of the required experience.\*
- II. A diploma for completion of a one-year program in a recognized, non-degree granting business school above the high school level may be substituted for a maximum of one year of the required experience.\*
- III. An Associate's or higher degree may be substituted for the required experience.\*

\*Education toward such a degree or diploma will be prorated on the basis of the proration of the requirements actually completed.

Accommodations Services Night Manager Series page 4

XIII. Special Requirements:

None



