https://eternalhotelsllc.com/careers/front-desk-agent-holiday-inn-express-ellensburg/

Front Desk Agent – Holiday Inn Express Ellensburg

Description

Summary/Objective

A hotel front desk agent represents the first point of contact with guests and handles all stages of a guest's stay. A typical day as a hotel front desk agent, involves registering/booking guests in and out of their rooms, while accommodating any special requests.

Responsibilities

Essential Functions

Reasonable accommodations will be provided, unless doing so would cause undue hardship.

- Sell, register, and assign rooms to guests
- Promote hotel facilities and services
- Provides a professional and friendly service for guests
- Dealing with guests
- Calculate bills, collect payments and maintain cash bank according to policies
- Post charges to guest accounts: room service, food, liquor and telephone.
- The Front Office is the area of the hotel where guests form their first and last impressions of the hotel. This makes it really important for the Front Desk Agents to work hard to create a pleasant experience for guests to ensure their return.

Competencies

- Diplomacy and the ability to communicate clearly
- The ability to multitask, prioritize and manage time
- The ability to perform under pressure
- Must be highly motivated

Work Environment

You'll be working in the guest-facing portion of hospitality. This means being in contact with people all the time.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Qualifications

Required Education and Experience

- 1 year of customer service and front desk experience
- High school diploma, GED, or equivalent experience

Preferred Education and Experience

Holiday Inn Express
Eternal Hotels LLC

Employment Type
Part-time

Hourly Pay Range
$ 17.13 - $ 18.00

Beginning of employment
Open until filled

Duration of employment
Year Round

Industry
Hospitality

Job Location
1620 Canyon Road, 98926, Ellensburg, WA, USA

Working Hours
20-30 hours including weekend work, subject to reasonable accommodation as required by law.

Date posted
November 13, 2026

Valid through
31.12.2026

- 2 plus years of customer and front desk experience.

Job Benefits

- Paid Sick Time
- **Employee room discount**

Contacts

Additional Information

All applicant information is handled according to applicable law and limited to those with a business need.

An Equal Opportunity Employer

Equal access to programs, services and employment is available to all persons. Reasonable accommodations will be provided, unless doing so would cause undue hardship. Those applicants requiring reasonable accommodations to the application and/or interview process should notify a representative of the Human Resources Department at (509) 544-3908 or via email at hrredlion@eternalhotels.com.