

Company Name	Hershey Entertainment & Resorts
Contact Person's Name	Chase Fisher
Contact Person's Phone	717-534-3152
Contact Person's Email	chsfisher@hersheypa.com
Company Location/Address	325 University Drive, Hershey, PA 17033
Position to be Advertised including Job Title	Switchboard Operator
Job Description	<p>This position is responsible for responding to all internal and external calls received through The Hershey Lodge's main switchboard.</p> <p>This position will report to the Guest Services Manager for The Hershey Lodge.</p> <p>Job Functions:</p> <ul style="list-style-type: none"> Transferring calls to the appropriate destination Accepting requests for and placing wake-up calls at the designated times Accepting and delivering accurate messages Monitoring the heat/smoke detector panel Activating emergency response procedures when necessary Monitoring two-way radio communication with security/engineering, and guest service staffs Handling and following up on evening calls for the Housekeeping Department; and employing the paging system to locate staff. Handling and packaging all resort packages including Hersheypark, Hershey Gardens, and Hershey Story admission tickets. Texting guest room numbers on the wait list. <p>Basic Qualifications:</p> <ul style="list-style-type: none"> Must be 18 years of age or older. Must have a high school diploma or equivalent. <p>Additional Qualifications:</p> <ul style="list-style-type: none"> Demonstrated courtesy, clarity of speech and good judgment. Proven employee/guest relations, communication, problem solving and organization skills. Basic keyboarding skills and ability to type 35 wpm. Ability to work with minimal supervision. Professional image representative of property image. <p>Working Conditions:</p> <ul style="list-style-type: none"> Physical requirements including sitting (up to 100% of the shift), hearing, speaking clearly and finger dexterity. Ability to work flexible eight-hour schedule between the hours of 6:30 a.m. and 11:30 p.m., as required by business levels, including weekends and holidays.

Nothing in this job description restricts management's right to assign or reassign tasks at any time
Hershey Entertainment & Resorts is an Equal Opportunity Employer

**Type of Position
(Check all the apply.)**

Full-time

Position Available on

Oct 31, 2022

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