



Several vacancies may be available - multiple selections may be made

|                            |                                                         |
|----------------------------|---------------------------------------------------------|
| <b>Job Title:</b>          | Guest Services Representative                           |
| <b>Location:</b>           | RAF Alconbury                                           |
| <b>Vacancy Number:</b>     | 906908                                                  |
| <b>Close Date:</b>         | 21 September 2026                                       |
| <b>Hours and Schedule:</b> | 20 hours per week: As Rostered (0700-1500 or 1400-2200) |
| <b>Hourly Pay:</b>         | £13.42 - £17.81                                         |

### Benefits:

- **Competitive Salary:** the starting salary for this position is £13.42
- **Holiday:** Annual Leave + UK Bank holidays (pro-rated)
- **Paid Sick Leave**
- **Pension Scheme**
- **Free On-Site Parking**
- **Employee extras such as:** Life Assurance scheme, Employee Assistance Program, Specialized Training, Developmental Opportunities, Receive time off, cash, and honorary awards for significant contributions

### Job Description

The primary purpose of this position is to provide professional, customer-focused front desk and guest services support for lodging operations. Daily duties include warmly greeting visitors, answering inquiries, and processing room reservations and registrations via multiple channels while strictly verifying patron eligibility for government-sponsored quarters. You will assign rooms, issue keys, maintain accurate guest folios within the property management system, update housekeeping room statuses, manage the lost-and-found program, and route guest-reported maintenance issues to the appropriate personnel. Financially, the position is responsible for calculating and posting charges, processing payments and checkout statements, maintaining and selling sundry items, securing cash receipts, and executing nightly audit and credit card machine closure procedures. Additionally, you will generate required cashier, daily activity, and backup reports in a timely manner, maintain lobby and desk cleanliness, adhere strictly to safety and security regulations, all while maintaining a highly professional appearance and demeanor at all times.

### Qualifications and Key skills

Applicants must possess prior experience in general clerical or cashiering work, demonstrating a proven ability to multitask effectively and consistently deliver high-quality, professional, and courteous customer service both in person and over the telephone. Qualified candidates must have the ability to read, speak, and write English fluently, alongside the mathematical aptitude to resolve common arithmetic problems and accurately process customer payments and cash transactions. Additionally, candidates must possess

practical knowledge of, and experience with, implementing and enforcing established workplace safety and security policies and regulations.

### **Other Significant facts**

- You will be required to handle and safeguard sensitive information in accordance with applicable US and UK laws, rules and regulations. This position may also be coded as mission essential.
- You may be required to attend all supervisor-mandated formal/informal training and travel internationally (including the US) via military or civilian aircraft.
- You must successfully complete a mandatory 6-month probationary period.
- You will be required to work unusual, rotating shifts, weekends, and holidays; start/end times may be modified based on mission needs, and overtime may be required.
- You must meet the legal age requirement of 18+ for the sale of alcoholic beverages and wear a unit-provided uniform.
- You may be subject to assignment of other grade-appropriate duties not explicitly listed in the position description.

**NOTE:** You will require a security clearance and a right to work in the UK

This position may have certain restrictions on US citizens including US dual nationals due to the Status of Forces Agreement. For additional information contact the LNDH team on 01638 544955.

**LNDH Application:** <https://forms.osi.apps.mil/r/HiHn37upJw>

Supporting Documents to be submitted via email to [100fss.fsmc6@us.af.mil](mailto:100fss.fsmc6@us.af.mil)