



Several vacancies may be available - multiple selections may be made

Job Title:	Guest Services Representative S-0303-03
Location:	RAF Mildenhall
Vacancy Number:	138591
Close Date:	16 September 2026
Hours and Schedule:	37.5 Hours a week on an as Rostered schedule
Hourly Pay:	£13.42 – £17.81

Benefits:

- **Competitive Salary:** the starting salary for this position is £13.42
- **Holiday:** 25 Days Annual Leave + UK Bank holidays
- **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:

This role will involve providing front desk, guest services support for lodging operations where you will receive and confirm room reservations by letter, telephone, email, or personal contact. You will register and assign rooms to guests, make and issue room keys, and may escort guests to rooms as needed.

You will accept payment, make changes, and present departing guests with checkout statements as well as prepare and safeguard cash receipts, prepare daily cashier's report, daily activity report, and may prepare consolidated daily activity report. You will also ensure the housekeeping status of rooms is updated, record and notify appropriate person/organization of maintenance problems, ensure front desk area and lobby remain clean and process Night Audit procedures.

Qualifications and Key skills:

You must be able to demonstrate experience in the following key skills:

- Experience in general clerical or cashier work of any kind in which you have demonstrated ability to perform satisfactorily in handling multiple tasks and providing quality customer service.
- Skill in providing professional and courteous customer service in person and on the phone
- Ability to work with computers basic functions, phone system, fax, machines, and calculators

- Knowledge of and experience using and enforcing safety/security policies and regulations
- Ability to resolve common arithmetic problems, and to make changes when receiving payment from customers
- Ability to read, speak and write in English.

Conditions of employment

- 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 travel by military and/or civilian aircraft, and you may also be required to travel to the US or other country, in the performance of official duties or attend necessary training.
- You will be required to complete a 6-month probationary period.
- Start & end times may be modified due to mission needs and in accordance with organization's flexible working policies. Overtime may be required and you may be assigned other duties not included in this position description, but that are appropriate to the grade and skill set of the incumbent.
- You must be able to communicate effectively both orally and in writing.

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