



## **POSITION DESCRIPTION**

**POSITION TITLE:** Front Desk Associate  
**DEPARTMENT:** Administration  
**REPORTS TO:** Guest Services Manager  
**SUPERVISES:** No one  
**FLSA STATUS:** Non-Exempt  
**BARGAINING UNIT:** Not represented by a collective bargaining unit

### **Basic Function**

Provide support services to the owners/guests, as well as supporting the administrative functions of the resort.

### **Essential Duties and Responsibilities**

1. Promote and maintain positive customer relations by providing first class customer service to all owners/guests.
2. Report to work on time on all scheduled work days with a neat and clean appearance.
3. Answer telephones and transfer calls as needed.
4. Conduct check-in and check-out of all guests.
5. Prepare nightly audit, close transactions and set the till for the next day's business. Balance all vendor activity. Balance all room rental revenue daily.
6. Post all guest charges and balance advance deposits.
7. Keep track of room availability. Schedule (reserve) and confirm all reservations, both rental and Internal Time Exchange (ITE).
8. Prepare nightly housekeeping report.
9. Prepare weekly unit usage report for housekeeping and sales.
10. Present a professional business manner.
11. Maintain computerized owner records – ITE, rental, Resort Condominium International (RCI), and owner trades.
12. Verify RCI deposit information and confirm.
13. Prepare and send all owner mailings.
14. Perform daily opening and closing procedures.
15. Prepare and maintain printed information to be given to guests at check-in.
16. Answer inquiries pertaining to Wapato Point services, local shopping, dining, entertainment, and travel directions.

### **Other Duties and Responsibilities**

1. Receive and transmit telephone messages.
2. Stock all areas with adequate supplies.
3. Convey accurate information to housekeeping, maintenance, safety services and other departments.
4. Open, process and post mail daily.

**Education and Experience**

High school diploma or general education degree (GED) or any combination of education, training and experience that demonstrates the ability to perform the duties of the job.  
Reception/reservation experience desirable.

**Knowledge, Skills and Abilities**

1. Ability to communicate effectively both orally and in writing.
2. Ability to deal with difficult situations and use reason when dealing with emotional situations.
3. Knowledge of collecting payments, making change, counting money in cash register.
4. Ability to operate basic office equipment (multi-line telephone, calculator, personal computer, fax machine, photocopier, radio and cash register).
5. Ability to work as part of a team.
6. Ability to interact in a considerate and polite manner with owners/guests and co-workers.
7. Ability to identify and resolve problems in a timely manner.
8. Ability to perform basic math skills.
9. Ability to use standardized computer software.

**Financial Responsibilities**

Collect payment for purchase transactions.

**External Contacts**

Owners/guests, contractors and vendors.

**Other Requirements**

Able to take on other duties as required.

I have received a copy of the Front Desk Associate Position Description and understand it is my responsibility to read and understand the content.	
Employee Signature	Employee Number
Employee Name	Date

**WAPATO POINT MANAGEMENT COMPANY  
PHYSICAL/MENTAL REQUIREMENTS**

**POSITION TITLE:** Front Desk Associate  
**DEPARTMENT:** Front Desk

**PHYSICAL/MENTAL REQUIREMENTS:  
Please check all that apply.**

Able to push/lift 5lbs to 10lbs	<input type="checkbox"/>	<b>FUNCTION:</b>	<b>C</b>	<b>F</b>	<b>O</b>	<b>S</b>
Able to push/lift 11lbs to 20lbs	<input type="checkbox"/>	Talk	X			
Able to push/lift 21lbs over	<input checked="" type="checkbox"/>	Hear	X			
		Stoop			X	
		Crouch			X	
Able to read, write, speak and Understand English well	<input checked="" type="checkbox"/>	Use hands to:				
Able to carry out verbal and written instructions	<input checked="" type="checkbox"/>	Finger	X			
Ability to adjust vision focus to see close and distance	<input checked="" type="checkbox"/>	Handle	X			
		Feel	X			
Works independently of supervision	<input type="checkbox"/>	Walk		X		
Requires moderate supervision	<input checked="" type="checkbox"/>	Sit		X		
Constant supervision required	<input type="checkbox"/>	Stand		X		
Ability to interact with others	<input checked="" type="checkbox"/>	Reach with Arms/Hands		X		
		Perform work from a ladder			X	
		Climb ladder			X	
		Climb stairs		X		
		Bend		X		
		Squat			X	
		Kneel			X	
		Crawl				X
		Lift/Carry		X		
		Push/Pull		X		
		Smell	X			

**Constantly** **C**  
**Frequently** **F**  
**Occasionally** **O**  
**Seldom** **S**

**WORKING CONDITIONS:** Must be able to lift up to 25 pounds. The noise level in the work environment is usually moderate.

**EQUIPMENT USE:  
Please check all that apply.**

Computer	<input checked="" type="checkbox"/>	Proficiency in MS Word	<input type="checkbox"/>
Calculator/10-Key	<input type="checkbox"/>	Proficiency in MS Excel	<input type="checkbox"/>
Copier	<input checked="" type="checkbox"/>	Proficiency in MS Outlook	<input checked="" type="checkbox"/>
Fax Machine	<input checked="" type="checkbox"/>	Proficiency in MS PowerPoint	<input type="checkbox"/>
Multi-Line Telephone	<input checked="" type="checkbox"/>		