



POSITION DESCRIPTION

POSITION TITLE: Front Desk Associate
DEPARTMENT: Guest Services
REPORTS TO: Front Desk Manager
SUPERVISES: None
FLSA STATUS: Non-Exempt
BARGAINING UNIT: Not represented by a collective bargaining unit

Basic Function

Provide support services at the front desk to owners and 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 and guests.
2. Report to work on time on all scheduled workdays, in uniform, 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.
 - a. Balance all vendor activity.
 - b. 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

Additional duties as assigned.

I have received and understand the Front Desk Associate position description.	
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"/>	FUNCTION:	C	F	O	S
Able to push/lift 11lbs to 20lbs	<input type="checkbox"/>		X			
Able to push/lift 21lbs over	<input checked="" type="checkbox"/>	Talk	X			
		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"/>		



Basic Duties

Telephones

- All calls should be answered in three rings or less
- The Front desk agent should identify practice by name and give his/her first name.
- No caller should be put on hold without first being greeted properly and asked if the caller minds holding.
- Callers should not remain on hold for more than 1 minute, except when the receptionist is on another call.
- Callers should not wait longer than 2hrs for a return call from front desk. Unless, the agents on shift are not able to answer the questions and directed the call for a callback from another staff member.
- There should be no complaints regarding lost or forgotten messages.
- Calls should be answered courteously, take your time. If you are not able to answer their question, ask for help.
- If callers are not sure of whom they need to speak with, ask questions and direct them to the proper person. Callers should not have to be transferred multiple times unless they have requested.

Emails:

- Emails should be done daily by all staff members.
- Email requests should be fully completed before replying to the Owner/Guest.
- Reservation emails should be followed up with a call and replied with the resorts availability via e-mail.
- NO EMAILS... should be deleted. If you are not able to complete the e-mail request, ask your supervisor or co-worker for assistance.
- E-mails should be moved to proper folders after completion.

Guest/Owner Reception:

- All Guest/Owners should be greeted within 30 seconds of arrival. Unless you are on a call or with another Guest/Owner.
- If you are unable to greet the Guest/Owner, make eye contact and let them know it will be a minute. Do not ignore Guest/Owners
- Front desk agents should offer seat assistance, making guest/owner comfortable while wait time.
- The Lobby should be kept clean and neat always.

Lobby:

- No Guest/Owner should wait more than 15, unless they have decided to wait inside or there is a check-in / check-out line.
- Continually update Owner/Guests on their unit status that have chosen to wait in the lobby.



- Coffee should be fresh with fully stocked supplies for the guest/owner
- Front desk agents should not have food containers in the front counter.

Complaints:

- Guest/Owner complaints should be addressed immediately by the staff person to whom the complaint was made.
- If this person is unable to resolve the complaint, he or she should immediately contact the staff person who can resolve the problem.
- The office manager should call and/or step out with each guest/owner who has a complaint on the next business day or at that moment. To make sure the issue was resolved to the guest/owner's satisfaction.

Postings:

- All charges and payments should be posted now of purchase and receiving payment.
- No guest/owner should be incorrectly charged. If there is an issue with the transactions and the agent can adjust the error; always make notes or direct the guest/owner to the immediate supervisor for assistance.
- All charges should be cleared at the movement of check out. Front desk agents should ask for payment or processed the card on file.

Check-In:

- Guest/Owners should be greeted promptly and courteously.
- Do not rush a check-in take your time.
- Front desk agents should always initially request payment method and guest/owners ID.
- Double check reservation information, address, phone number, number of people in the unit, parking information and other miscellaneous details. At the time of check-in, you can confirm all information as well address issues with the guest/owners.
- If for any reason the unit is not available for check-in; make the guest aware of this and request a phone number to make, contact with the guest upon check-in availability. Follow "Here and waiting" procedure.
- Provide the guest/owners with the resorts information as well as our town activities as requested by the guests/owners.
- Confirm unit category, room rate, check in and check out dates; always check comments and notes on the reservations.
- Wish all our guests/owners a pleasant stay.

Check-out:

- Always give a warm departure to the guest/owner
- Always thank the guest/owner for their stay and invite the guest to return to the resort.
- Always make sure to confirm all party members have vacated the unit prior to check – out.
- Always confirm guest has not added any additional unaccounted charges at kiosk), and settle the account before guest departure.



Vendors:

- Division II owners/guest as well as other departments will have contractors and vendors stop by the front desk for location directions or house/unit keys, Agents should direct them to the proper staff member, provide them with a parking pass and get them checked in on the vendor list if provided a pass or key.
- No contractor or vendor should be handed a key without prior acknowledgement and approval from the owner or project manager/DRO/Managers
- Any type of receiving and shipping should be done at the Maintenance Shop area unless scheduled otherwise by the Owner or Assigned staff member.