



POSITION TITLE: Front Desk Associate
DEPARTMENT: Guest Services
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 owners and guests by promptly answering the phone, assisting with, and directing callers, and forwarding messages and information as needed. Fully support the Front Desk as needed.

Essential Duties and Responsibilities

1. Promote and maintain positive customer relations by providing first-class customer service to all owners and guests.
2. Present a professional business manner while greeting and assisting guests and owners.
3. Report to work on time on all scheduled workdays, in uniform, with a neat and clean appearance.
4. Conduct check-in and check-out of all guests.
5. Answer telephones and transfer calls as needed.
 - Promptly and cordially answer incoming phone calls.
 - Write detailed, accurate messages.
 - Promptly complete work order requests as received.
 - Answer inquiries pertaining to Wapato Point services, local shopping, dining, entertainment, and travel directions.
6. Maintain computerized owner records – ITE, rental, Resort Condominium International (RCI), and owner trades.
7. Post all guest charges and balance advance deposits.
8. Keep track of room availability. Schedule (reserve) and confirm all reservations, both rental and Internal Time Exchange (ITE), emergency rooms.
9. Verify RCI deposit information and confirm.
10. Perform daily opening and closing procedures as needed.
11. 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.
12. Prepare and maintain printed information to be given to guests at check-in.

Other Duties and Responsibilities

1. Assist with check-in/check-out as needed.
2. Stock all areas with adequate supplies.
3. Convey accurate information to housekeeping, maintenance, safety services, and other departments.

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 verbally and in writing.
2. Ability and skill to transcribe accurate detailed messages in writing.
3. Ability to deal with and use reason in difficult or emotional situations.
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

Other duties as assigned.

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: Customer Support Specialist

DEPARTMENT: Front Desk

PHYSICAL/MENTAL REQUIREMENTS:

Please check all that apply.

Able to push/lift 5lbs to 10lbs
Able to push/lift 11lbs to 20lbs
Able to push/lift 21lbs over

Able to read, write, speak and
Understand English well
Able to carry out verbal and
written instructions
Ability to adjust vision focus
to see close and distance

Works independently of supervision
Requires moderate supervision
Constant supervision required
Ability to interact with others

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

FUNCTION:

Talk
Hear
Stoop
Crouch
Use hands to:
 Finger
 Handle
 Feel
Walk
Sit
Stand
Reach with Arms/Hands
Perform work from a ladder
Climb ladder
Climb stairs
Bend
Squat
Kneel
Crawl
Lift/Carry
Push/Pull
Smell

C	F	O	S
X			
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X			

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

EQUIPMENT USE:

Please check all that apply.

Computer
Calculator/10-Key
Copier
Fax Machine
Multi-Line Telephone

Proficiency in MS Word
Proficiency in MS Excel
Proficiency in MS Outlook
Proficiency in MS PowerPoint