



POSITION DESCRIPTION

POSITION TITLE: Guest Services Assistant
DEPARTMENT: Guest Services
REPORTS TO: Guest Services 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 support 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), emergency units.
8. Maintain computerized owner records – ITE, rental, Resort Condominium International (RCI), and owner trades.
9. Verify RCI deposit information and confirm.
10. Perform daily opening and closing procedures.
11. Prepare and maintain printed information to be given to guests at check-in.
12. 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. Assist Guest Services Manager with assigned tasks and additional information.



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.
- 1-2 years of experience in customer service or the hospitality industry.

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 changes, and counting money in the 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: Guest Services Assistant Manager
DEPARTMENT: Guest Services

**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

<input type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>

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

<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>

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

<input type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>

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			
X			
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X			
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			X
	X		
	X		
X			

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

<input checked="" type="checkbox"/>
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<input checked="" type="checkbox"/>

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

<input type="checkbox"/>
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<input checked="" type="checkbox"/>
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