

**WAPATO POINT MANAGEMENT COMPANY**  
**Position Description**

**POSITION TITLE:** Safety Services Officer/Greeter  
**DEPARTMENT:** Safety Services  
**REPORTS TO:** Safety Services Supervisor  
**SUPERVISES:** None  
**FLSA STATUS:** Non-Exempt  
**BARGAINING UNIT:** Not represented by a collective bargaining unit

**Basic Function**

Monitor and control public access to Wapato Point Resort ensuring that all guests and visitors are authorized to be on property as they enter 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. Be a consistent presence at the front entry gate throughout the day.
3. Ensure that all persons entering the property are authorized if:
  - a. There is a current tag in the vehicle - already checked in.
  - b. They are a registered guest or owner arriving to check in.
  - c. They have authorized business on property (i.e., vendors, etc.)
4. Communicate all questions or issues to the Supervisor on duty.
5. Be of service to guests regarding potential problem situations they may encounter.
6. Anticipate potential problems and seek ways to prevent disruption, injuries and prohibited conduct from occurring on Company property.
7. Present a professional, friendly, and respectful manner.

**Other Duties and Responsibilities**

1. Inform persons of rule infractions or violations.
2. Perform other duties as assigned.

**Education and Experience**

High School diploma or general education degree (GED) preferred. Previous customer service or security experience desirable.

**Knowledge, Skills and Abilities**

1. Pleasant demeanor.
2. Good attention to detail.
3. Strong oral and written communication skills.
4. Ability to demonstrate sound judgment and excellent problem-solving skills.
5. Excellent interpersonal skills.
6. Ability to calmly and tactfully deal with difficult situations.

7. Ability to apply logic and common sense in carrying out detailed oral or written instructions.
8. Ability to respond to guests, owners, vendors, and co-workers in a considerate and polite manner.

**Financial Responsibilities**

None

**External Contacts**

Owners, guests, visitors, and contractors.

**Physical Requirements**

The employee must be able to physically access all areas of the property. Stand or walk for prolonged periods of time; talk and hear. Must be able to bend from the waist, crouch, stretch, kneel, climb, twist and crawl without restrictions. Good eye-hand coordination, peripheral vision, and manual dexterity.

**Job Conditions**

Deal with external weather conditions through all seasons.

**Other Requirements**

- Minimum age 18.
- Ability to read, write and communicate in English.
- CPR/First Aid Certification is preferred.
- Report to work with a neat and clean appearance.
- Excellent attendance, ability to work various shifts.

I have read and received a copy of this job description.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date