

Operations & Hospitality

FRONT DESK



JOB DESCRIPTION

The Front Desk staff are responsible for managing the reservation process and preparing the required documentation for all arriving and departing members.

REQUIREMENTS

The following are preferred or required:

- Excellent interpersonal skills and enjoyment of working with a variety of different personalities.
- Must be able to graciously talk with staff and members in person and over the phone.
- Computer and general office skills required.
- Must have the maturity, social intelligence, and problem-solving skills in a fast-paced environment.

RESPONSIBILITIES

- Make reservations and care for member payments and billing in the process.
- Multi-task on various assignments and organize important documents for efficient processing.
- Manage the check-in and check-out of members through the reservation system.
- Prepare welcome packets for each new member's arrival.
- Be available to greet and welcome members as they enter the lobby.
- Take member questions or requests for resort items and communicate to various departments the needs.
- Listen and de-escalate situations with upset members.
- Assist as the Front Desk control center for reported missing child cases or other similar scenarios.